

# 1230411

Registered provider: Surrey County Council

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is run by the local authority and provides bespoke care for one child who experiences complex social and emotional difficulties. The home's main purpose is to support children until they are ready to live independently.

There has been no registered manager in post since January 2023.

### Inspection dates: 17 and 21 February 2023

**Overall experiences and progress of children and young people, taking into account**      **good**

How well children and young people are helped and protected      good

The effectiveness of leaders and managers      good

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 20 July 2021

**Overall judgement at last inspection:** good

**Enforcement action since last inspection:** none

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
20/07/2021	Full	Good
04/03/2020	Interim	Not judged
14/11/2018	Full	Good
12/02/2018	Interim	Declined in effectiveness

## Inspection judgements

### **Overall experiences and progress of children and young people: good**

At the time of this inspection, one child was living at the home. The child will remain the only child living there due to the level of support they need and the reduction in the home's registered numbers to one child. The child moved in a few days before the inspection; therefore, the evidence to support the child's progress is limited. Another child moved on from the home six months before the inspection. Since that time, there have been no other children at the home.

The child was previously living at the neighbouring home, which has the same management team. This has supported the child to have a seamless and well-planned move. Staff who know the child well have moved with the child to support newer, less-experienced staff. Therefore, the blended staff team understands the child's complex needs and current risks.

The manager has secured a school placement in line with the child's wishes. The child is enthusiastic and positive about returning to school. The child has gone away with staff for a mini break during the half-term week before starting her new school. During this break, outdoor activities have helped the child to build a better sleep routine in readiness for a school day.

The staff are aware of the child's health needs and the local specialist support services. Staff continue to encourage the child to access support for her emotional health, physical health and smoking cessation. Staff spend time with the child and explain and discuss the importance of her health needs and self-care.

Staff support the child to see her family. They arrange and plan visits to enable the child to spend time with her parents.

The house is modern and freshly decorated. This provides the child with a welcome and fresh open-plan living area that balances space with a contained and cosy appeal.

### **How well children and young people are helped and protected: good**

The staff are fully aware of the risks to the child and have a detailed safety plan in place. The child has complex needs. Staff respond to these with vigilance and awareness. Staff work well with other agencies to safeguard the child from serious risks.

Staff have core training in behaviour management and de-escalation. There is a drive from the manager to provide clear boundaries and a consistent approach. This helps to manage children's behaviours.

Since the child has lived without other children, risks such as being missing from the home have dramatically reduced. A child who has moved on from the home had a significant number of missing-from-home episodes. This was analysed by the previous manager, who carried out a learning review. This review identified where the child was spending time and the factors that contributed to them leaving. Other risks for the current child, such as having a smart phone, are reduced because the staff are working hard with the local authority to address this.

The senior management team follows reporting procedures for concerns and allegations against staff. This evidences that investigations are carried out and children are safeguarded. Learning outcomes identify further training to prevent future occurrences.

Health and safety checks and appliance services are all carried out to ensure that the home is safe. The recruitment files for new staff include relevant employment checks and employment histories, which ensures that staff are suitable to work with children.

### **The effectiveness of leaders and managers: good**

The registered manager has recently left. There is a new appointed manager and a new responsible individual. They have worked together before and have an established professional working relationship. This supports a streamlined senior management team. The new manager is experienced, qualified and has an excellent track record of managing a children's home.

The previous staff team has been disbanded. The new staff team includes a combination of new and experienced staff. Staff induction is comprehensive and staff take part in regular meetings throughout their probation to ensure that they have the support that they need.

Staff supervision sessions are regular and provide a balance of support and challenge to staff. This helps staff to reflect, learn from mistakes and identify their learning and support needs.

The new manager has worked quickly to devise a workforce development plan and training plan. This ensures that there are enough staff who have the required training to understand and meet the child's needs.

The independent person visits the home regularly. However, the visits have been compromised because the independent person did not have the child's permission to view their files. The visits fail to identify sufficient information to inform the independent person's opinion of the child's welfare. Additionally, the previous manager failed to complete or send in the review of the quality of care report. This is partly due to there being no children at the home for several months and the staff team being disbanded.

## What does the children’s home need to do to improve? Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children’s Homes (England) Regulations 2015 and the ‘Guide to the Children’s Homes Regulations, including the quality standards’. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>The independent person must produce a report about a visit (“the independent person’s report”) which sets out, in particular, the independent person’s opinion as to whether—</p> <p>children are effectively safeguarded; and</p> <p>the conduct of the home promotes children’s well-being.</p> <p>The independent person’s report may recommend actions that the registered person may take in relation to the home and timescales within which the registered person must consider whether or not to take those actions. (Regulation 44 (4)(a)(b) (5))</p>	28 April 2023
<p>The registered person must complete a review of the quality of care provided for children (“a quality of care review”) at least every 6 months. (Regulation 45 (1))</p>	28 April 2023

## Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children’s Homes (England) Regulations 2015 and the ‘Guide to the Children’s Homes Regulations, including the quality standards’.

## Children's home details

**Unique reference number:** 1230411

**Provision sub-type:** Children's home

**Registered provider:** Surrey County Council

**Registered provider address:** Quadrant Court, 35 Guildford Road, Woking, Surrey GU22 7QQ

**Responsible individual:** Lisa Wade

**Registered manager:** Post vacant

## Inspector

Deirdra Keating, Social Care Inspector

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