

SC420410

Registered provider: Arc HD Services Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is registered to accommodate three young people who have attachment difficulties, emotional distress or emerging mental health issues and associated difficulties. This home is owned by a private organisation that operates another children's home in the locality.

Inspection date: 29 October 2019

Judgement at last inspection: good

Date of last inspection: 24 April 2019

Enforcement action since last inspection: none

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

Since the previous inspection, the manager successfully completed his registration with Ofsted.

Leaders, managers and staff have met the one requirement and three recommendations made at the previous inspection. Action was taken as required to review the style of taps used in the bathrooms, restraint records now include details of the duration of the hold used, impact risk assessments are suitably detailed, and children's records are now signed and dated by staff.

Young people receive good-quality care and continue to make progress. One young person has completed their GCSEs and has successfully obtained a place at college. A second young person has successfully moved out of the home to a new placement

nearer to their family. A third young person is also preparing to move from the home. The help and support staff give to young people have made this progress achievable.

Safeguarding is managed effectively; referrals are made as required and records of safeguarding events are maintained to a good standard. Actions are taken to keep young people safe and all complaints are investigated promptly. However, complaint records do not consistently record the complainant's view on the outcome of the investigation into their complaint and on two occasions, serious incidents were not notified to Ofsted as required. The quality of risk assessments for young people moving into the home has improved. These assessments now detail the risks a new young person may present to existing young people and vice versa.

Restraint is rarely used as staff manage young people's behaviour effectively. Behaviour support plans are clear and provide staff with good information. Staff and young people talk about behaviour and appropriately reflect on incidents. This approach helps young people to understand and improve their behaviours and for staff to develop their practice.

Monitoring systems continue to improve. A new independent visitor has been appointed and overall, the quality of their reports now provides more rigour and helps leaders and managers to develop the home. However, the independent visitor is not consistently gathering feedback from parents, carers or social workers on the quality of care the staff are providing.

Since the previous inspection, a new young person has moved into the home. Despite repeated requests by the manager, the home has not obtained the required plans from the young person's placing authority. The manager has not escalated his concerns about this with the placing authority. This has led to a lack of detail in the young person's internal care plan.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/04/2019	Full	Good
07/08/2018	Full	Requires improvement to be good
12/06/2018	Full	Inadequate
24/10/2017	Full	Good

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>5: Engaging with the wider system to ensure children's needs are met</p> <p>In meeting the quality standards, the registered person must, and must ensure that staff—</p> <p>if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans.</p> <p>(Regulation 4(c))</p>	31/12/2019
<p>39: Complaints and representations</p> <p>Subject to paragraph (6), the registered person must establish a procedure for considering complaints made by or on behalf of children.</p> <p>The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation.</p> <p>(Regulation 39 (1)(3))</p> <p>In particular, ensure that complaint records consistently record the complainant's view of the outcome of the investigation.</p>	10/01/2020
<p>40: Notification of a serious event</p> <p>The registered person must notify HMCI and each other relevant person without delay if—</p> <ul style="list-style-type: none"> ■ a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; ■ an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; 	31/12/2019

<ul style="list-style-type: none"> ■ there is an allegation of abuse against the home or a person working there; ■ a child protection enquiry involving a child is instigated; or concludes (in which case, the notification must include the outcome of the child protection enquiry); or ■ there is any other incident relating to a child which the registered person considers to be serious. <p>(Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))</p>	
<p>44: Independent person: visits and reports</p> <p>The registered person must ensure that an independent person visits the children’s home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires.</p> <p>(Regulation 44(1)(2)(a))</p> <p>In particular, ensure that the independent visitor visits the home when the children are there and consistently seeks the views of parents and social workers on the quality of care provided.</p>	<p>31/01/2020</p>

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children’s home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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: SC420410

Provision sub-type: Children's home

Registered provider: Arc HD Services Ltd

Registered provider address: Wessex House, Upper Market Street, Eastleigh SO50 9FD

Responsible individual: Martin Rose

Registered manager: Richard Buck

Inspector

Wendy Anderson, social care inspector

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