

SC420410

Registered provider: Arc HD Services Ltd

Full 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 complex emotional and/or behavioural difficulties and/or mental disorders. This home is owned by a private organisation that operates another children's home in the locality.

Inspection dates: 7 August 2018

Overall experiences and progress of children and young people, taking into account requires improvement to be good

How well children and young people are helped and protected requires improvement to be good

The effectiveness of leaders and managers requires improvement to be good

The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.

Date of last inspection: 12 June 2018

Overall judgement at last inspection: Inadequate

Enforcement action since last inspection: None

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/06/2018	Full	Inadequate
24/10/2017	Full	Good
21/02/2017	Interim	Sustained effectiveness
22/11/2016	Full	Outstanding

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 quality and purpose of care standard</p> <p>The quality and purpose of care standard is that children receive care from staff who—</p> <p>understand the children’s home’s overall aims and the outcomes it seeks to achieve for children;</p> <p>use this understanding to deliver care that meets children’s needs and supports them to fulfil their potential.</p> <p>In particular, the standard in paragraph (1) requires the registered person to—</p> <p>ensure that the premises used for the purposes of the home are designed and furnished so as to—</p> <p>meet the needs of each child:</p> <p>This specifically relates to the sinks and toilets in the bathrooms the children use. (Regulation 6 (1)(a)(b)(2)(b)(c)(i))</p>	<p>30/11/2018</p>

Inspection judgements

Overall experiences and progress of children and young people: requires improvement to be good

The registered manager and staff have been successful in providing a much more settled and quiet home for the young people since the last inspection. A stable staff team cares for each young person consistently well.

Relationships between the staff and the children are positive. Further time is required for these relationships to develop, and for staff to really get to know and understand one of the young people who has most recently moved into the home.

However, for one young person who has lived in the home for over a year, the positive loving relationships that exist have resulted in this young person making good progress overall.

No young people have moved into the home since the last inspection. Nevertheless, the registered manager has produced an improved means of ensuring the compatibility of young people.

One young person is in the early stages of moving towards independence. Records show that sufficient consideration has been given to this young person's needs.

Young people are supported with their emotional well-being. Opportunities to meet with health professionals are in place and it is hoped that, with time and encouragement, these opportunities will be used by the young people.

The home continues to be generally well decorated and homely. It is recognised by the inspector that, since the last inspection, some work has taken place to improve the bathrooms. A development plan details actions that are still necessary. Further time is required to ensure that the bathrooms reflect the needs of all young people living in the home.

How well children and young people are helped and protected: requires improvement to be good

Since the last inspection, new procedures have been implemented and are being used in practice. There has been a rigorous review of all risk assessments, including the compatibility of young people and self-injurious behaviours. Staff can respond to the young people's needs because of accurate and up-to-date risk assessments and plans.

Serious incidents of self-injury and episodes of young people going missing from the home have reduced significantly. Records reflect accurately each incident and are monitored and reviewed by the registered manager.

No sanctions have been recorded since the last inspection.

Regular health and safety checks take place, and the registered manager and staff ensure that any remedial actions are undertaken quickly. This means that the home offers a safe environment for the young people to live in. Good attempts have been made to ensure that young people are safeguarded from inappropriate material via DVDs or the internet.

The registered manager has ensured that rotas reflect the needs of the young people.

All staff are planning to undertake refresher training in risk assessments. Staff speak positively of how this return to learning, coupled with plenty of reflective discussion, has helped them to understand the complexities of the young people's needs.

The effectiveness of leaders and managers: requires improvement to be good

During this period, the registered manager has worked hard to address the shortfalls identified at the last full inspection. While progress has been made, further time is required to ensure that good, safe practice is embedded. Except for one, all the requirements made at the last inspection have been met.

Team meetings and consultation meetings demonstrate how the registered manager is promoting good practice for all staff. Regular supervision enables staff to reflect on their practice and the care that they provide to young people. Staff feel supported and encouraged.

The registered manager regularly monitors and reviews records and practice. There have been two notifiable events in this period. This is a significant reduction since the last inspection. Both events have been shared with all parties and records are detailed. Furthermore, there is sufficient detail of support given to staff and young people following these incidents.

A development plan is in place and details the continued work necessary to improve the outcomes of the young people and the development of the home.

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.

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: Arc HD Services, Wessex House, Upper Market Street, Eastleigh SO50 9FD

Responsible individual: Martin Rose

Registered manager: Lee Roberts

Inspector

Linda Bond, social care inspector

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