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SC042446

Registered provider: The Rose Road Association

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The service provides care for up to eight children from the age of four to 18 who have severe learning difficulties, and who may have additional physical disabilities, autism spectrum disorder and/or complex health needs. The home is owned by a charitable organisation and provides short overnight breaks on a planned or occasional basis. At the time of this inspection, there were 46 children accessing the short-breaks service.

The manager has been registered with Ofsted since 2016 and is suitably qualified. The manager is also registered with the Care Quality Commission (CQC) and manages care for adults with similar needs in a separate part of the building. Care staff work across both adult and children's services. A separate report by the CQC is available for the adult service.

Inspection dates: 27 and 28 June 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	requires improvement to be good

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

Date of last inspection: 25 October 2022

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/10/2022	Full	Good
24/11/2021	Full	Good
10/02/2020	Interim	Improved effectiveness
08/08/2019	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

The home is spacious and welcoming for children. There are lots of areas that children can spend time in. For example, an area has been turned into a cinema space for children to enjoy watching movies together, there is a soft play area for children to play in, and there are plans for the sensory room to be upgraded. There are also plans to improve the garden area and children are being consulted on how they wish this to look.

Careful planning is in place to assess new children referred to the home. A transition plan is put in place, which may include visits for tea, or a longer stay at the weekend. The managers also consult with important people involved in children's lives, such as families and education providers, to ensure that care plans are right for children so they can enjoy their stay and receive the best care.

Leaders and managers want the children to enjoy their stays and have new experiences and adventures. For example, children who may want to stay overnight with friends from school can share a room and have sleepovers. The staff constantly seek feedback from children to see if they have enjoyed their visits and how they can improve this for next time.

The staff have built beautiful relationships with children and show that they genuinely care for them, for example staff think of the children in their own time and purchasing things they think the children may like. This is not expected of the staff, but they do it because the children mean so much to them.

Where children move on from using the service, leaders and managers work in conjunction with other providers such as adult services to support an effective changeover between care settings. This provides children with a smooth transition.

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

Senior leaders have ensured that learning from a safeguarding incident has been taken and embedded in staff and manager's practice. There has been additional training provided to staff around reporting and recording of incidents and this has improved records, meaning that incident reports are more informative.

Children's health needs are managed extremely well. There are stringent measures and risk plans in place to manage the children's medication and additional health equipment such as feeding tubes and oxygen.

There are clear, written plans to ensure that children's complex care needs are identified. These plans are constantly reviewed and reflect any changes. Staff read children's plans on every visit to ensure that they know the most up-to-date

information for children. This ensures that children receive appropriate help and care from staff that know them well.

Any concerns raised by partner agencies are fully considered and reflected on to identify learning and any improvements that can be made. For example, where a child may have arrived at school and is not positioned correctly in their chair, the registered manager has arranged additional training for staff to ensure that this is addressed.

There are shortfalls in the registered provider's recruitment processes. For example, they have not obtained information relating to some staff's previous employment with children or vulnerable adults. Additionally, they are unable to demonstrate that agency staff have been fully vetted before working in the home. Action was taken by senior leaders to ensure that this was addressed during the inspection.

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

Senior leaders are invested in the quality of care given and have improved the monitoring and oversight of the children's care and experiences. They are in the early stages of a new insights tool to capture trends and patterns with the plan to improve children's care and promote staff well-being.

There are sufficient staff to provide the care and staffing ratios identified for the children in line with their care plans. The staff are very positive about working in the home and feel they have good communication and support for each other.

Children's families and professionals are complimentary of the care provided to the children, and the relationships between them and the staff. Daily handover books ensure effective communication with children's families so that they know how the stay has been for their child.

There have been occasions where staff have needed to use a physical intervention to keep children or staff safer. However, there are insufficient records kept demonstrating that these have been reviewed under the regulation. Consequently, the inspector was unable to review physical interventions as the correct records have not been made.

Leaders and managers provide regular and effective supervision for staff. However, staff have not had their annual performance appraised. This is a missed opportunity to support and plan staff development while reviewing their practice.

There are regular opportunities for staff training. However, records to capture and demonstrate that staff have the skills and experience required, including mandatory refresher training, are not kept up to date to evidence that all staff are competent and have the skills to support children's needs. There is currently no workforce plan to effectively plan and capture this information.

The statement of purpose has been updated and sent to the regulator. However, it does not include all of the required information and, therefore, does not provide a full overview of the care provided to children and processes in place.

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, The 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
The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety. The registered person may only— employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). The requirements are that— full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32 (1) (2)(a)(b) (3)(d)) In particular, the registered person should ensure that: the relevant checks are carried out to ensure that staff have been suitably vetted; any temporary or agency staff have been safely recruited and satisfactory information is available to demonstrate this.	31 July 2023
The registered person must ensure that all employees— undertake appropriate continuing professional development; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(a)(c)) The registered person should ensure that:	30 September 2023

all staff have their performance appraised annually; the workforce development plan demonstrates all staff's skills, experience and training plans; mandatory training identified for staff is updated within reasonable timescales.	
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out— the measures of control, discipline and restraint which may be used in relation to children in the home. The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the use of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the need to use the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person")— has spoken to the user about the measure; and has signed the record to confirm it is accurate; and	31 July 2023

within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (1)(b) (3)(a)(i)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(i)(ii)(c)) In particular, the registered person should ensure that a record is made where physical intervention has been used by staff to support a child.	

Recommendation

- The statement of purpose is of particular importance to this standard (regulation 6 (2)(a) and (b)(i)). Homes are required to develop and keep under review a "Statement of Purpose" (regulation 16 and schedule 1). The registered person should ensure that the home's statement of purpose is child-focused, indicating how the home provides individualised care to meet the Quality Standards for the children in their care and covers the criteria of schedule 1. ('Guide to the Children's Homes Regulations, including the quality standards', pages 14-15, paragraph 3.5)

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: SC042446

Provision sub-type: Children's home

Registered provider: The Rose Road Association

Registered provider address: Rose Road Association, 300 Aldermoor Road, Southampton, Hampshire SO16 5NA

Responsible individual: Steve Swift

Registered manager: Tina Fullbrook

Inspector

Sara Stoker, Social Care Inspector

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