

Title	Version Control Process
Purpose/scope	Monitoring Quality (including Regulation 44 Visits and Regulation 45 Reports)
Subject key words	Quality, Regulation 44, Regulation 45,
Council Priority	Behaviours: be consistent
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Monitoring Quality (including Regulation 44 Visits and Regulation 45 Reports)

Relevant Regulations and standards

- Regulation 12: The protection of children standard
- Regulation 44: Independent person: visits and reports
- Regulation 45: Review of quality of care
- Regulation 6: The Quality and Purpose of Care Standard
- Regulation 13: The Leadership and Management Standard

Policy Aim-

This policy is intended to set out the monitoring of quality within Shropshire Council's Residential Children's Homes.

Additional reading and relevant policy/guidance-

[Guide to the Children's Homes Regulations including the quality standards](#)

[April 2015](#)

[Guidance on Part 6 of the Regulations – Monitoring and Reviewing Children's Homes](#)

[Children's Homes Providers on New Duties under Regulations that came into Effect in January and April 2014](#)

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1. Suitability of Premises

An annual review will be undertaken (in consultation with the police and any other relevant bodies) of the appropriateness and suitability of the location of the home. The purpose of this review is to ensure that children and young people cared for in the home are effectively safeguarded and able to access services as identified on their Care Plans/Placement Plans.

This location assessment will be kept under review and amended to take into account any new risks as these are identified.

Where unable to secure information from the relevant partners the use of 'soft' information (i.e. knowledge of the area, verbal feedback from local neighbourhood policing teams or community safety partnership wardens etc.) to form the basis of the assessment.

Considerations to be taken into account in carrying out a location assessment may include:

- Whether the location of the home influences the potential for an already vulnerable child to be a victim of crime, such as being targeted for sexual exploitation;
- Whether there is a likelihood of children placed in the home becoming drawn into gang crime or anti-social behaviour in the local area;
- The suitability of the local neighbourhood as a location to care for children who may have already been victims of abuse and neglect; and
- Whether there are environmental factors that would represent a hazard to children, such as locations near level crossings or busy roads.

For detailed information on carrying out location assessments, see [Children's Homes Regulations Amendments 2014: Advice for Children's Homes Providers on New Duties under Amendments to Regulations that came into Effect in January and April 2014](#).

2. Review of Quality Care

The review of the quality of care provided within the home will be carried out by:

- A process of regular monitoring of the activities within the home by the Registered Manager or, in their absence, their appointed deputy;
- Reports prepared as part of Regulation 44 visits completed by an Independent Person;
- A formal Review of Quality of Care (regulation 45) completed by the Registered Manager and submitted to HMCI at least once every 6 months.

Regulation 44 Visits

Shropshire Council will arrange for all of its homes to receive monthly visits from an Independent Person. These visits are an on-going process that identifies where you are at any given point in time and provides a potential basis in moving forwards. This is only a small element of this process. The allocated Independent Regulation 44 visitor will undertake the visits. This individual is independent of both the home and the registered provider. The visits should usually be unannounced but can be announced if it is necessary to arrange to meet a particular person.

For more information on who can be appointed as an independent person, see [Children's Homes Regulations Amendments 2014: Advice for Children's Homes Providers on New Duties under Amendments to Regulations that came into Effect in January and April 2014](#).

The visit will be for a minimum of one hour.

The person should complete a written report of the visit. This may include recommendations for improvement with timescales.

The report should be shared with the Registered Manager and Responsible Individual, with the opportunity to make comment e.g. if there is disagreement with the comments and recommendations.

The report should be lodged in the home for the manager and staff to read and respond to.

If there are any issues of concern, the Registered Manager should take action to address them.

A copy of this report is sent to the local authority for the area in which the home is located (upon request) and to the [Regulatory Authority](#) as required.

The independent person, when carrying out a visit, shall:

- Interview, with their consent and in private, such of the children accommodated there, their parents, relatives and persons working at the children's home as appears necessary in order to form an opinion as to whether:
 - Children accommodated at the children's home are effectively safeguarded; and
 - The conduct of the children's home promotes the well-being of the children accommodated there.

- Inspect the premises of the children's home, and such of the children's home's records, as the independent person requires (children's case records may only be inspected with the consent of the child and the child's placing authority).

This may include the following:

1. Meet and talk to children and staff of the home to ascertain their views, comments and any complaints about the running of the home;
2. Read the Daily Log, records of Restraints, Incidents, reports of Notifiable events;
3. Checks of any disciplinary measures and use of restraint in the home;
4. Read the records of Comments, Representations and Complaints and (Child Protection Referrals), commenting on the frequency and type made and whether they appear to have been dealt with adequately;
5. Read and comment on the record of Children's and Staff Meetings, or other methods used by the manager to consult the children and staff, held in the home. The person should also check that staff supervision have taken place as required;
6. Check on the physical condition and decoration of the home, including the children's bedrooms.

Regulation 45 Report – Review of Quality of Care

As identified earlier, the formal Review of Quality of Care (regulation 45) completed by the Registered Manager must be submitted to HMCI at least once every 6 months which is sent within 28 days of the completion of the review. The registered Manager may assess that due to events in the home, changes in residents or significant changes in staff for example it may be helpful to review outside of these timescales.

In order to carry complete a review of the quality of care the Registered Manager must establish and maintain a system for monitoring, reviewing and evaluating:

- a. The quality of care provided for children;
- b. The feedback and opinions of the children about the children's home, its facilities and the quality of care they receive in it; and
- c. Any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children;
- d. The feedback and opinions of the parents, placing authorities and other significant stakeholders in the care of the children and in the home such as the staff working there.

The Registered Manger should make available their schedule of monitoring to ensure that in their absence monitoring will continue.

Whilst it is the responsibility of the registered manager to establish and maintain their system of monitoring for the home, it is expected that the following will be covered:

Minimum of weekly

- Incidents including:
 - The use of restrictive physical interventions;
 - Episodes of missing from home;
 - Accidents and injuries;
 - Safeguarding or Child Protection;
 - Notifications under Regulation 40.
- Daily Records;
- Complaints log;
- Fire Safety checks and drills;
- 1:1 consultations or debriefs following incidents;
- Medication records;
- Sanctions;
- Staff signing in book;
- Young Person's meetings.

Minimum of monthly

- Fridge/freezer temps;
- Menus (quality and evidence of child involvement);
- Rotas;
- Visitor's book;
- Staff supervision records;
- Key worker sessions;
- Maintenance log;
- Health records;
- Monetary records;
- Meetings – staff and children's;
- Child's File including:
 - Placement Plans/Personal Plans;
 - Positive Handling Plans;
 - Monthly reports/summaries;
 - Contacts with parents/social workers/others;
 - Education attendance and attainment.
- Case management meetings;
- Training matrix;
- First aid box checks.

Minimum of Quarterly

- Children's contracts;
- LAC paperwork;
- LAC Reviews;
- Education paperwork (plans and targets).

Appendix 1: Regulation 45 Report on Review of Quality of Care

It is the responsibility of the Registered Manager to decide on what should be included in the review of the home. The report should be an analysis of the information monitored, reviewed and evaluated, with the aim of learning from the information to inform and drive improvements in the home and for the quality care of the children placed there.

There should be a clear actions set out in the report which aim to address key areas for development.

The [Children's Homes \(England\) Regulations 2015](#) set out standards ("the Quality Standards") that must be met by homes. The Quality Standards describe outcomes that each child must be supported to achieve while living in the children's home. Each contains an over-arching, aspirational, child-focused outcome statement, followed by a non-exhaustive set of underpinning, measurable requirements that homes must achieve in meeting each standard. The views and wishes of children and other key stakeholders should form an integrated part of the analysis within the report.

The Registered Manager should have an understanding of the requirements for each standard as outlined in The [Children's Homes \(England\) Regulations 2015](#) and the following headings are for reference to help inform a structure for reporting:

- 1 The Quality and Purpose of Care Standard (see regulation 6)
- 2 The Children's Views, Wishes and Feelings Standard (see regulation 7)
- 3 The Education Standard (see regulation 8)
- 4 The Enjoyment and Achievement Standard (see regulation 9)
- 5 The Health and Well-being Standard (see regulation 10)
- 6 The Positive Relationships Standard (see regulation 11)
- 7 The Protection of Children Standard (see regulation 12)
- 8 The Leadership and Management Standard (see regulation 13)
- 9 The Care Planning Standard (see regulation 14)
- 10 Engaging with the Wider System (see regulation 5)

3. Revision History

Full Review of Policy: February 2021