

1183136

Registered provider: Nottinghamshire YMCA

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home provides care and support for children and young people who display behavioural difficulties.

The manager has been registered since May 2018.

Inspection dates: 26 June 2018

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 October 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/10/2017	Full	Good
23/01/2017	Full	Good
25/07/2016	Interim	Improved effectiveness
08/03/2016	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
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of the investigation. (Regulation 39(3))	30/07/2018

Inspection judgements

Overall experiences and progress of children and young people: good

The manager and staff place a strong emphasis on educational attendance and engagement. They help children to recognise the value of learning. One child has made significant progress since moving to this home. From not engaging in education, they have now completed their formal exams. This demonstrates how well staff promote education.

Staff work positively with partner agencies. They advocate well to ensure that children's complex needs are met. They challenge agencies appropriately to ensure that children receive the high-quality care and support that they need.

Children attend all routine and specialist health appointments. Staff know how to support young people's emotional and psychological needs. Children learn how to manage their own feelings and emotions.

Staff set clear and reasonable boundaries for children. The use of incentives enables them to feel valued. Children respond positively to having clear routines in place.

Children are regularly consulted about all aspects of their care. They feel listened to and are able to express their views and feelings. Children know how to make a complaint. Managers respond quickly to any concerns raised and tell children about the actions that they have taken. However, clearer recording would assist in demonstrating that children's views have been taken into consideration at all stages of the complaint process.

Staff support children to keep in touch with friends and family members. They support such arrangements well.

Children are well prepared for the transition to the adult world. Staff support them to learn how to manage their own budgets and to do their own shopping and cooking. They support children to consider their next moves and offer good levels of practical and emotional support during the transition process.

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

Staff understand potential risks for children. They formulate detailed risk assessments and follow these well. Children learn about the impact of any concerning behaviours. Over time, there has been a noticeable reduction in young people going missing. Children feel very well supported by staff and able to discuss any issues that they may have.

Staff ensure that placing authorities carry out independent return interviews with children following going missing from care incidents. Staff follow agreed protocols and demonstrate a clear understanding of their protective role. Staff undertake direct work with children to educate them on potential risks when out in the community. Staff consider with children the risks posed by bullying, radicalisation and abuse.

Staff demonstrate a good understanding of children's behaviours and emotional issues. They support children well to manage situations. Children feel safe and valued as a result. Staff use effective strategies to support children in times of crisis. Staff set consistent boundaries for children, which results in a reduction over time in concerning behaviours. The use of physical restraint is minimal.

Staff demonstrate a good understanding of safeguarding procedures. Managers respond quickly and proactively to any allegations made. Multi-agency procedures are followed diligently and effectively. This protects both children and staff.

The effectiveness of leaders and managers: good

The manager sets high expectations for children. This gives children the confidence to do well, particularly in their education.

The manager demonstrates a good understanding of the needs of children. The staff team know how to meet those needs. Management oversight of the care provided is robust. Following a recent unplanned ending of a placement, managers undertook a reflective practice review. This is now informing their admission processes and reflects their commitment to ensuring that placements meet children's complex needs.

The manager understands the strengths and weaknesses of the home and has clear plans in place to address them. Staff feel very well supported by the manager. One member of staff stated how happy they are in their role. They receive regular supervision and access to training. Staff feel part of a team and they have a voice in how the home is run.

Children's views, wishes and feelings are seen as important. Staff and managers

regularly meet with children to consider their progress and listen to their views. Children respond well to such an approach. They feel valued and listened to.

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: 1183136

Provision sub-type: Children's home

Registered provider: Nottinghamshire YMCA

Registered provider address: 4 Shakespeare Street, Nottingham NG1 4FG

Responsible individual: Brenda Serrant

Registered manager: Francesca Baggan

Inspector(s)

Tracy Murty: social care inspector

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