

1244460

Registered provider: Holistic Approach Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is one of two homes operated by a private organisation. The registration allows the provider to provide care and accommodation for up to five children and young people who may have emotional and/or behavioural difficulties and/or learning disabilities.

Inspection date: 12 September 2017

Judgement at last inspection: Good

Date of last inspection: 24 April 2017

Enforcement action since last inspection: Not applicable

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.

The registered manager is suitably qualified and experienced. An experienced assistant manager supports her. The home operates in line with the aims and ethos of the statement of purpose. The staff team is well established and it has worked with the manager and deputy manager for a number of years. The young people benefit from having a consistent staff team. Staff receive good training packages and these reflect the needs of the young people.

Two requirements and three recommendations were made at the last inspection. The registered manager has addressed the majority of these. However, one recommendation is still to be fully implemented into practice. This relates to the use of restorative sanctions when dealing with negative behaviours. A further recommendation has been

made to improve this area of practice.

The quality of recording has improved. Assessments and plans are accurate. Furthermore, staff review and revise these to ensure that all the needs and the risks associated with the children and young people are clear. Risk management is good and staff use information from other agencies to inform risk management plans. Robust management oversight systems are in place. In addition, the home now has processes in place to ensure that incidents are notified to the relevant authorities in a timely way. This supports the day-to-day care of young people and ensures that staff help young people to be happy and safe.

Young people benefit from a thorough independence package and planned transition to independence. One young person has left the home since the last inspection. A further young person was leaving imminently. During the inspection, the young people and staff were getting ready to go out for a goodbye and good luck meal with the young person that was moving on. The atmosphere was very positive and everyone was excited to be going out together. Young people identify positively with the progress that they have made while living at the home. Before they left, one young person said, 'I couldn't thank you enough. I honestly don't know where I would be now without your help.'

There has been one new resident since the last inspection. This was a planned admission with clear assessments and planning in place. The young person has settled well into their new home and they are making very good progress. Previous risk-taking behaviours have stopped, for example missing from home. The young person says that they feel safe and happy. They go on to say that, 'I love living here, it feels like a family.'

Young people make good progress living here. They benefit from a warm and nurturing environment. The positive relationships between young people and staff is a key strength of the home. Good relationships and support enable young people to make well-informed decisions, which keep them safe. Previous risk-taking behaviours have stopped. One social worker said, 'Staff at [name of home] are very proactive at keeping [name of young person] safe. The staff provide consistent and supportive advice to [name of young person] and recognise their individual needs. Staff are fully aware of [name of young person] level of need and are good at making them feel safe.'

The care that young people receive is in line with their care plans. Most young people are accessing education and their attendance and attainment is good. Individual educational packages are in place to meet the needs of the young people. Where there are challenges to accessing education, training and employment, staff actively work with partner agencies to explore options that will meet young people's needs. However, the day-to-day routines do not consistently reflect that of an educational or working day. This leaves young people with time in which they can lose motivation and become bored.

Young people receive support and incentives to take responsibility for their own behaviour. However, the management of behaviour is not consistent. Behaviour management strategies to support young people are not clear. Subsequently, staff do not routinely identify with young people's triggers and use the required de-escalation techniques. Therefore, behaviours heighten and lead to physical interventions. When physical interventions do take place, they are managed in line with procedure and the

recording is to a good standard.

The manager and staff work well with social workers and other agencies to ensure that the care that young people receive is in line with their care plans. One social worker said, 'It is a very good provision with a fantastic team and management, who I enjoy working with. More importantly, they really understand the young people they work with and what their needs and issues are.'

Young people receive support to have regular contact with their families and friends. They speak positively about this. Furthermore, staff and young people can see how this network can really help and support them as they prepare and plan for their transition to independent living.

Staff encourage young people to access activities and young people participate in the planning of these activities. Young people go on days out, individually and as a whole group. They also go on holiday to the company's caravan. Young people also take part in charity events. Young people speak positively about things that they do and enjoy their experiences when living at this home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/04/2017	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.

Recommendations

- The ethos of the home should support each child to learn, emphasising the value of independent study and reading for enjoyment. The home must make available suitable facilities, equipment and resources for learning. Staff must support children with home study by encouraging them to learn independent study skills and helping them to practise those skills. ('Guide to the children's homes regulations including the quality standards', page 29, paragraph 5.18). In particular, ensure that each child receives an educational daily routine and has access to educational resources during the school day if they are not accessing full-time education.
- Staff should have a clear understanding of the expectations of the young people's behaviour. Staff should address poor behaviour in a consistent way. Agreed

strategies are to be in place and staff should apply these when managing challenging behaviours. ('Guide to the children's homes regulations including the quality standards', page 39, paragraph 8.11). In particular, de-escalation techniques should be understood and implemented by all staff, and this should be in a consistent and reassuring way.

- Staff should ensure any sanction used to address poor behaviour is restorative in nature. This is to enable young people to develop understanding and empathy, and recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider community. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.38)

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: 1244460

Provision sub-type: Children's home

Registered provider: Holistic Approach Ltd

Registered provider address: Unit 8, Meadow Court, Amos Road, Sheffield S9 1BX

Responsible individual: Brian Lewis

Registered manager: Margaret Sankey

Inspector

Lisa Gregoire-Parker, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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