

1271213

Registered provider: Care 4 Children Residential Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is one of a number of children's homes owned and operated by a private organisation. This children's home offers care and accommodation for up to four young people who may experience emotional and/or behavioural difficulties. The home is run by an acting manager who is awaiting registration with Ofsted.

Inspection dates: 15 to 16 January 2019

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: first inspection

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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This is the home's first inspection		
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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 leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that promotes their welfare. With specific regard to the legislation prohibiting the purchase of tobacco for children. (Regulation 13(1) (b))	20/02/2019

Recommendations

- Homes are required to develop and keep under review a 'statement of purpose'. ('Guide to the children's homes regulations including the quality standards', page 14, paragraph 3.5)
- Children should be encouraged by staff to see the home's records as 'living documents' supporting them to view and contribute to the record in a way that reflects their voice on a regular basis. ('Guide to the children's homes regulations including the quality standards', page 58, paragraph 11.19)
- There may be circumstances where a child can be prevented from leaving a home, for example a child putting themselves at risk of injury by leaving the home to carry out gang-related activities, use drugs or to meet someone who is sexually exploiting them or has the potential to do so. Any such measure of restraint must be proportionate and in place for no longer than is necessary to manage the immediate risk. ('Guide to the children's homes regulations including the quality standards', page 48, paragraph 9.52)
- The registered person is responsible for ensuring that all their staff have been adequately trained in the principles of restraint and any restraint techniques appropriate to the needs of the children the home is set up to care for as defined in the home's statement of purpose. With specific regard to the confidence and skill of newer staff members regarding using physical intervention in the home. ('Guide to the children's home regulations including the quality standards', page 49, paragraph 9.57)

Inspection judgements

Overall experiences and progress of children and young people: good

The children's home was registered in April 2018. Since opening, the home has admitted three young people. One young person has been discharged back to their placing authority and two young people remain in placement.

Care planning is good. Plans are developed in partnership with the organisation's psychologist, social worker and staff. The three-phase wellbeing for life programme underpins the ethos in the home and the planned work undertaken with young people. For example, regular therapy sessions, supported by consistent key-work sessions using the Wechsler intelligence scale of cognitive functioning for children, highlight the level of engagement and progress young people make. This means that young people receive a high level of support specifically targeted to meet their individual and complex needs. A social worker commented, 'My young person is doing brilliantly. She has made great progress. We are very pleased with the outcomes for young people in this home.'

Young people and staff form positive and trusting relationships. Staff have a good understanding of each young person and work with them in a way that promotes their individual strengths. This means that young people have a continuous sense of achievement, and this strengthens their individual self-esteem and confidence. A staff member said, 'Young people need our support to make positive changes to their lives and how they see themselves. This team is dedicated to helping this happen.'

Staff understand the value of including families, where possible, in the planning for young people's care. They work extremely hard to develop trusting relationships and promote contact wherever it is possible. Where young people do not have regular contact, they are helped and supported to understand why. Staff understand this painful journey and enable young people to express their feelings in a safe and nurturing environment.

Educational attainment and achievement are consistent features in this home. From their initial starting points, young people's attendance has significantly increased, attainment exceeds expectations and young people have developed a positive outlook for their educational futures. A parent said, 'This is the first school my daughter has stayed at. She is enjoying learning and I am very proud of her.'

Healthcare is prioritised in the home. Young people are provided with additional internal and external support from a variety of agencies including psychologists and the looked after children's nurse. Young people have access to an independent advocate should they require this. Young people engage with services. This means they receive the best help and support to make effective changes in their lives.

Since young people started living in the home, there has been a significant reduction in behaviour that affects their health. Examples include smoking, alcohol, missing-from-home incidents and a lack of daily routine. A young person said, 'I didn't like the routine

at first. I didn't like going to bed early. I like it now because I feel better than I used to do.'

Young people are supported to take on the challenge and try new activities. Activities include horse riding, swimming, football and trips to the cinema. A young person commented, 'We have too many activities! We enjoy them though.' Photographs displayed in the home are a testament to the unique and valuable experiences young people have, and the memories they make at this home.

Consultation with young people is prioritised in the home. Observations of engagement between staff and young people demonstrate how young people's views and opinions are respected, encouraged and challenged. However, young people do not regularly review the work undertaken with them. Encouraging their opinions, views and comments is an important feature in enabling young people to gain ownership of their lives and the plans in place for them. A recommendation is made to address this matter.

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

Young people's safety is prioritised in the home. Detailed impact assessments ensure that all young people placed at the home are assessed against the needs, interests and aspirations of those already resident. Likewise, individual risk assessments are balanced against a full chronology of life events. This means that risk is measured, and appropriate individual strategies are put in place to address any concerns.

Positive behaviour management is effective. Young people and staff form sound relationships based on trust and mutual respect. Consequently, young people work with staff to identify areas for development and a suitable reward for the progress they make. Young people are committed to ceasing smoking through the home's smoking reduction programme and have considerably reduced risk-taking behaviours. Staff are consistent in their approach, and this helps young people understand appropriate behaviour in a safe and secure environment.

Young people know how to complain and receive valuable information from the home and their placing authority to guide them in this area. Evidence from young people's meetings and key-work sessions highlights consistent opportunities for young people to raise any matters that they feel need to change or be improved. Ideas around activities, decor and menus are regularly reviewed with the young people. A small number of complaints raised by young people have been suitably investigated and addressed in the home.

There are occasions when some young people find it difficult to regulate their emotions, and this can result in episodes of self-harm. Staff are warm and compassionate to the needs of young people and respond affectionately when young people are in crisis.

Risk assessments developed in partnership with the organisational psychologist guide staff in the most appropriate management strategies for handling incidents of self-harm. As a result, young people are now more likely to express their feelings and discuss them

with staff.

Staff receive annual training in the use of physical intervention underpinned by management of actual or potential aggression (MAPA) and pride themselves on their conflict resolution and de-escalation techniques. Overall, this works well as there are minimal interventions in the home. When a physical intervention is required, detailed records from meetings that include a debrief and key-work session highlight the steps taken to address behaviours and reduce interventions. However, records highlight that some new staff have struggled to successfully undertake a physical intervention. The manager should take steps to review such occasions in order to enhance confidence and skills of newer staff members in this area. A recommendation is made to address this matter.

Staff respond quickly in the event of a young person leaving the home without permission. Detailed missing-from-home strategies are consistently implemented and include staff accompanying the young person in order to secure their safe return. On occasions when staff have lost sight of a young person, the missing-from-home action response is swiftly put into place. Overall, young people are returned to the home quickly. However, risk management strategies do not include the potential to stop a young person from leaving, where there is a significant concern for their welfare. Given the level of risk connected to the young people living at the home, this strategy may need to be employed and therefore should be part of the overall risk management and physical intervention strategy. A recommendation is made to address this matter.

Young people live at a home that has consistent routines, boundaries and expectations. Parents and placing social workers confirm that young people thrive. They are safe, cared for and believe in themselves. This is clearly evident in how young people present themselves. From their initial starting points, they have grown in confidence, have good social skills and are polite and happy. Observations of interactions between staff and young people evidence the fun-loving and happy atmosphere which is apparent in the home.

The effectiveness of leaders and managers: good

The acting manager has been in post since June 2018 and is awaiting registration with Ofsted. She holds the level 3 qualification and is studying for the level 5 diploma in children's social care. The acting manager has over 16 years' experience in working with children and young people in a residential setting, including five years as a previous registered manager.

The home operates a smoking reduction programme. For young people who have a high dependency on substances including nicotine, there are significant benefits to reducing their smoking, with a view to ceasing altogether. However, the programme is controversial. This is because staff at the home purchase the tobacco to be used in the programme. Regulation 2 amends section 91 of the Children and Families Act 2014 (purchase of tobacco etc. on behalf of persons under 18) to add references to "nicotine products" and a definition of a "relevant nicotine product" to make it an offence for a

person aged 18 or over to purchase a nicotine product on behalf of a person under 18. It is acknowledged that the responsible individual is working with the National Institute for Health and Care Excellence in order to devise a suitable strategy to assist young people to cease smoking while considering young people's emotional well-being, withdrawal and personal coping mechanisms during each phase of the planned reduction. A requirement is made to address this matter.

The home employs a committed and enthusiastic staff team. 60% of the team are qualified at diploma level while 40% are enrolled on this course. All staff have undertaken the organisation's five-day induction programme and have completed mandatory training. Staff receive additional in-house training provided by the organisation's psychologist with regard to the safe care and management of young people in the home.

A review of the home's statement of purpose revealed that this requires updating to include new staff and their individual experience and qualifications. Furthermore, consideration should be given to the detail in the statement regarding the location of the home. A recommendation is made to address this matter.

Internal and external monitoring systems provide the home with a good approach to the overall monitoring of care. The acting manager demonstrates her consistent approach to managing and monitoring practice that may fall below expectation, and ensures that suitable systems are in place to minimise any reoccurrence of this. Likewise, monitoring information is consistently used to promote continued development and highlight areas for improved practice.

Staff state that they receive good support from the manager. Records of supervision taking place demonstrate that staff meet with the registered manager regularly, and that training and personal development targets are addressed. An annual training package ensures that staff receive up-to-date training specific to meeting the needs of the young people accommodated in the home.

The registered manager is aware of the procedures for notifying Ofsted of all incidents under Regulation 40. Since the home was registered in April 2018, there have been several suitable notifications made. Providing this information ensures that information is shared with the regulatory agency in order that actions and outcomes for young people can be suitably assessed.

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: 1271213

Provision sub-type: Children's home

Registered provider: Care 4 Children Residential Services Ltd

Registered provider address: 1 Stuart Road, Bredbury Park Industrial Estate,
Bredbury, Stockport SK6 2SR

Responsible individual: Bethan Davies

Registered manager: Post vacant

Inspector's

Maria McGranaghan, social care inspector
Anthony Kyem, social care inspector

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