

1277041

Registered provider: Nottingham City Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a local authority. It is registered to provide care and accommodation for up to two young people.

Inspection dates: 21 to 22 November 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 **requires improvement to be good**

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

Date of last inspection: This home was registered in June 2018. This is the home's first inspection.

Overall judgement at last inspection: not applicable

Enforcement action since last inspection: none

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 children's views, wishes and feelings standard is that children receive care from staff who— regularly consult children, and seek their feedback, about the quality of the home's care. (Regulation 7 (2)(a)(iv))	18/12/2018
The care planning standard is that children— receive effectively planned care in or through the children's home; and have a positive experience of arriving at or moving on from the home. In particular, the standard in paragraph (1) requires the registered person to ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose. (Regulation 14 (1)(a)(b)(2)(a))	18/12/2018
The registered person must ensure that all employees receive practice-related supervision by a person with appropriate experience; and have their performance and fitness to perform their roles appraised at least once every year. (Regulation 33 (4)(b)(c))	18/12/2018
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 details of the child's behaviour leading to 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	18/12/2018

measure; 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.

(Regulation 35 (3)(a)(ii)(iv)(v)(vii)(viii))

Inspection judgements

Overall experiences and progress of children and young people: good

There were no young people in placement at the time of the inspection. However, the home has accommodated young people since registration. This inspection looked at the experience and progress of the young people who have lived in this home.

Care planning arrangements for one young person have had an impact on young people and staff. Despite this shortfall, staff have delivered a good standard of care. They have supported young people through very challenging circumstances. This has resulted in young people enjoying positive experiences.

Progress has been variable, dependent on the young people's starting points. However, for some young people, progress has been profound.

Staff are effective in supporting young people to understand their identity. This has enabled young people to explore their ethnicity, family heritage, gender identity and sexual orientation. This promotes improved self-esteem and resilience.

Education plans have led to one young person starting mainstream school. This was a significant achievement for them. When young people do not have a school place, they benefit from one-to-one tuition. Young people do not always engage in education. Staff manage this with creativity and promote alternative educational activity throughout the day.

Staff place the well-being of young people at the centre of their practice, regardless of challenging behaviours. They work hard to support young people to build and sustain attachments. Young people have confirmed that they feel listened to and safe, and enjoy spending time with staff.

Young people have expressed their views about staff and their care experience through consultation documents. However, consultation has been infrequent and fails to ensure that young people have regular opportunities to comment on their care.

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

Robust safeguarding practice is evidenced well in this home. Staff have worked alongside the multi-disciplinary team to manage a high volume of safeguarding issues. Staff have been effective in keeping young people safe.

Complaints, allegations and safeguarding concerns have been managed in line with safeguarding procedures. There have been no complaints or allegations upheld. Several safeguarding incidents, when allegations were made, were found to be unsubstantiated.

Police and social workers have commended the staff for their creative practice, resilience and tenacity to keep young people safe. A social worker said: 'They have gone above and beyond.'

Staff have excellent safeguarding knowledge. They benefit from a comprehensive training programme. This ensures that staff understand and can respond to a range of complex issues including self-harm and sexual exploitation.

Behaviour management is good. There has been one physical intervention. However, the record for the intervention is not detailed and omits key information.

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

Leaders and managers are skilled and knowledgeable, and have a history of delivering improved outcomes for young people.

However, this inspection found that leaders and managers have not ensured that there is robust care planning. A young person who required a specialist placement was admitted to the home following the breakdown of his previous placement. Despite extensive searches, an alternative placement could not be identified. Leaders provided additional resources to support the placement. Managers understand that these resources have not been effective and do not replicate specialist provision.

Staff received training from mental health practitioners. The aim of the training was to equip staff with specialist knowledge and skills. However, training arrangements were not effective. This is because not all staff received the full training. Some staff said that they did not find the training to be useful. The planned support from the mental health team was sporadic. This is because staff were dealing with daily safeguarding issues.

Staff have not had regular supervision. Annual appraisals are out of timescales. This means that staff are not monitored or supported in their professional performance. This does not ensure that staff are supported in their role. Care practice is not sufficiently monitored.

Internal and external quality assurance provides an in-depth analysis of the care

provision. Managers have a clear understanding of the home's strengths and weaknesses. They have clear plans in place to promote improvement.

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: 1277041

Provision sub-type: Children's home

Registered provider: Nottingham City Council

Registered provider address: Loxley House, Station Street, Nottingham NG2 3NG

Responsible individual: Kay Sutt

Registered manager: Marcel Reid

Inspector:

Amanda Ellis, social care regulatory inspector

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