

Children's homes inspection - Full

Inspection date	20/07/2015
Unique reference number	SC001531
Type of inspection	Full
Provision subtype	Children's home
Registered person	Catholic Care (Diocese of Leeds)
Registered person address	11 NORTH GRANGE ROAD, LEEDS, LS6 2BR

Responsible individual	Mrs Carol Hill
Registered manager	Post Vacant
Inspector	Mrs Ann-Marie Born

Inspection date	20/07/2015
Previous inspection judgement	Improved Effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Outstanding
The children's home provides highly effective services that consistently exceeds the standards of good. The actions of the home contribute to significantly improved outcomes for children and young people who need help, protection and care.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Good

SC001531

Summary of findings

The children's home provision is outstanding because:

- Staff provide young people with nurturing care within consistent boundaries in a safe and homely environment.
- Young people's emotional health and well-being are significantly improved.
- Young people have 100% attendance in mainstream schools and colleges.
- Young people have aspirations to go on to university and further education.
- Young people learn how to behave appropriately as a result of the quality of the positive relationships they have with staff.
- Young people are well prepared for transition to adulthood and independence.
- Effective communication with partner agencies ensures young people receive consistent care.
- There are some areas for development particularly with regard to records.

What does the children's home need to do to improve?

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets 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 with the given timescales.

Requirement	Due date
The protection of children standard. In particular, the standard in paragraph (1) requires the registered person to ensure that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12	21/08/2015

(2)(e))	
The registered person must provide a copy of the statement of purpose to the HMCI. (Regulation 16 (2))	21/08/2015
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))	21/08/2015

Full report

Information about this children's home

The home is run by a charitable organisation and is registered to provide care and accommodation for up to seven young people. The home provides care for young people with emotional and behavioural difficulties. The home includes two, one bedroom self-contained flats for young people preparing to live independently.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/02/2015	Interim	Improved Effectiveness
11/09/2014	Full	Adequate
22/10/2013	Interim	Good Progress
01/05/2013	Full	Adequate

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Outstanding
Young people enjoy living in a spacious, comfortable home. The majority of young people share accommodation in the main house where they have their own individually decorated bedrooms. Young people living in one of the two independence flats are able to gain access to the main home whenever they wish. This allows for shared activities and mealtimes while maintaining their growth in maturity. Young people see this very much as their home enhancing their sense of security and belonging. An independent children's rights coordinator said, 'Basically I feel they (the staff) are fantastic, it's well run and there is a lovely warm feeling and young people see it as their home.' Good care planning incorporates every aspect of a young person's holistic needs. Young people's unique and diverse needs are carefully planned for. This includes making contact with outside agencies such as Lesbian Gay Bisexual and Transgender groups, linking them with the church of their choice or simply acquiring correct hair and skin products. Consequently, young people make significant progress in developing their personal identity allowing them to grow in confidence and self-esteem. Young people receive outstanding care from the nurturing and committed staff team. They can each identify someone they feel closest to and fully benefit from a carefully assessed key worker system. As a result they feel safe and secure empowering them to engage with the home and make significant progress in all aspects of their lives. A young person said, 'I feel I am able to be myself here and I've never felt like a looked after kid but that I am a young man at home.' Young people's increased well-being and self-confidence improves their emotional and physical health. Their physical health steadily improves as they engage with the healthy lifestyle promoted in the home. None of the young people are involved in substance misuse and only one of them smokes cigarettes on occasion. A looked after children's nurse said, 'They (the staff) take the time and understand the children, their health needs are improving. The biggest thing for LAC kids is their emotional health and well-being and they really get that there. I'm really impressed.'	

This increased well-being empowers young people to engage with education provision and have aspiration for their futures. All young people are enrolled in mainstream schools or colleges where they have 100% attendance. This substantially improves their future life and employment chances. An independent reviewing officer reported, 'All involved are working to enable the young person to achieve good outcomes in order to go to university.'

Young people confidently express their wishes and feelings sure in the knowledge they will be heard. One young person is involved in a local looked after children's advocacy group and shares the information from that with the other residents. As a result young people are fully aware of their rights and can make positive choices for their futures from a position of knowledge.

Young people enjoy positive routines and boundaries within their home. They are involved in activities as a group and individually that build their social and life skills. As a result they learn how to build positive relationships and friendships that enhance their lives now and for their futures. Their horizons are broadened by participation in foreign holidays which introduce them to new experiences and cultures. A staff member said, 'It's a happy place that produces happy kids.'

Young people are fully supported to maintain, and in some circumstances regain, contact with important family members. Where necessary that contact is sensitively supervised by staff. Family members are welcome in the home and join their children in celebrations. For example, the annual Bonfire Night party. This allows young people to keep important cultural and community links. A grandparent said, 'As far as I'm concerned the staff are the best. They've bent over backwards to make sure I had more time with (name) and I'm loving every minute of it. It's all down to them this is so good.'

Young people are extremely well prepared for transition to adulthood. They learn independence skills both in the home and in the independence flats. In addition, they are enrolled on driving lessons as soon as they are 17 to enhance their employment opportunities. A parent said, 'He's more mature and independent for himself. He used to be really shy and quiet and they've brought him out of himself.'

Young people who have left the home still see it and the staff as their family and maintain regular contact long after they have left. This provides them with a sense of security and stability as they would in a family home. An independent advocate said, 'What I really liked when I went to their open day was that there were young people there who had lived in the home 10 years ago and had come back. This was still their family home and that was so brilliant.'

	Judgement grade
How well children and young people are helped and protected	Good
A comprehensive location assessment is complemented by detailed risk assessments. These ensure that the manager and staff are aware of any potential risks in the neighbourhood and how to address them. Internal health and safety procedures include regular fire evacuation drills. Young people are physically safeguarded by these measures. A young person said, 'I give the care top marks because I feel so much safer living here than I did in my last home.' The staff team understand their safeguarding responsibilities and the home's whistle blowing procedures thereby providing protection for young people. The home has close working relationships with the local safeguarding children board (LSCB) and the home's safeguarding policy link with their procedures. However, the policy has not been updated to comply with new regulations. Locally agreed protocols inform the home's missing person's procedures. Consequently staff would know what to do if a young person were to absent themselves from the home. Young people are safeguarded by these measures but their sense of security and belonging mean that they do not go missing. There have not been any missing episodes since the last inspection. A parent said, 'It's definitely been good for him to be here. It's a very caring and helpful place to be.' The committed and patient staff team are good role models for young people. The caring atmosphere and consistent boundaries ensure young people know what is expected of them and behave accordingly. Consequently, although all staff are trained in appropriate physical intervention techniques, restraint has not been used with this group of young people. A social worker said, 'I've been really impressed with his key worker and the work she has done with him and the safe boundaries she puts in. There are not many kids with presenting problems like him that are reasonably stable and that's down to them. He does have trust in them.' Young people learn the benefits of behaving appropriately. The proactive use of a reward and incentive scheme allows young people to take great pride in earning financial rewards and tickets to concerts. Any sanctions imposed for negative behaviours are restorative in nature and reflect the infringement. This provides young people with the opportunity to learn from their actions. An independent children's rights coordinator said, 'I've seen young people try to push the	

boundaries and the care officers are really like parents with them. They have the balance exactly right between boundaries and caring.'

Young people all have an independent advocate and benefit from having that extra service. The complaints procedure is well known but rarely used as young people state they do not have any complaints. However, the current system does not provide young people with sufficient information as to the outcomes of their complaint therefore it is not clear if they are satisfied with the results.

	Judgement grade
The impact and effectiveness of leaders and managers	Good
The previous long-term registered manager has retired since the last inspection. The new manager has been in post since June 2015 and has eight years experience in residential child care within this home. She is appropriately qualified for her role and her application for Registered Manager status has been submitted to Ofsted. The transition between the two managers was handled carefully so as not to disrupt young people. A staff member said, 'I thought it would be hard when (name) left but having (name) as the manager has been really good for continuity and consistency for the children. They knew and trusted (name) and so it kept them feeling safe.' The manager and her deputy continue to demonstrate the home's capacity for development. Both of the requirements made at the previous inspection have been met in full. External monitoring visits are much improved and include evaluation as to whether young people are safeguarded and their well-being promoted. Internal monitoring processes ensure that all relevant points are appropriately audited. This provides the management team with a comprehensive view of the care provided. Young people make significant progress across all aspects of their lives, but particularly in enhancing their feelings of well-being and engaging with education. The management team use careful planning and reviews to identify and build on individual progress. Young people are able to see and reflect on their achievements further building self-esteem. A looked after children's nurse said, 'In my opinion I think it is probably one of the better ones in (city name). I think it is very nurturing but they encourage independence.' Young people benefit from being cared for by a consistent staff team who are well	

trained and supported. Comprehensive recruitment practices ensure that young people are not looked after by people who may pose a risk to them. The management team ensure staff's professional development is enhanced by attendance on specialist courses designed to meet individual young people's needs.

The manager's internal monitoring processes are complemented by information gathered from feedback questionnaires. This ensures that she is aware of the views of parents and professionals to inform care practice and continually improve outcomes for young people.

The home's Statement of Purpose (SOP) has been updated to reflect the change in management and introduction of the new regulations. It accurately describes the care to be provided and the ethos within the home. For example, 'We believe that young people should be loved, happy, healthy and safe from harm, this enables them to develop, thrive and fulfil their potential.' As a result young people are appropriately placed enhancing their opportunities for achievement. However the SOP has not been provided to the regulator in line with legislation.

Good professional working relationships ensure that young people receive consistent support in all areas of their lives and development. Partner agencies are appropriately challenged where necessary. Consequently young people are able to fully engage with all services. As a result their achievements are acknowledged and celebrated by all, further enhancing their sense of self and well-being.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, 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 who it is trying to help, protect and look after.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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*.

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