

Inspection report for children's home

Unique reference number	SC003884
Inspector	Sharron Escott
Type of inspection	Full
Provision subtype	Children's home

Registered person	One to One Crisis Intervention Limited
Registered person address	5 Newton Road Kingsteignton Newton Abbot Devon TQ12 3AL
Responsible individual	Annie Westbrook
Registered manager	Rebecca Katy Jenks
Date of last inspection	12/12/2013

Inspection date	08/07/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

This inspection	
Overall effectiveness	good
Outcomes for children and young people	good
Quality of care	good
Keeping children and young people safe	good
Leadership and management	adequate

Overall effectiveness

Judgement outcome	good
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The service was last inspected in December 2013, when it was judged as making good progress. The requirement made during that inspection has been addressed.

The home has a strong and skilful Registered Manager who is working towards her management qualification. Relationships between young people and staff are considerate, warm and caring. Young people say they 'like living at the home' and they are 'looked after well'.

Young people make good progress in relation to their starting points in terms of their behaviour, social skills and resilience. They receive good quality individual care from a dedicated manager and small staff team. Professionals and family members confirmed that some outcomes for young people have been extremely positive, particularly behaviour management and family contact.

Care planning is detailed and covers all aspects of each young person's life; targets are realistic, achievable and reviewed regularly. As a result young people are achieving good outcomes in many aspects of their life.

The staff ensure that contact is maintained with family and friends who are important to the young people. Young people spoke very positively about the home

and say staff are nice, they feel looked after and they enjoy the leisure activities available.

Despite the home's development plan not identifying areas for improvement or development, the manager and team have a shared expectation that the service will continue to improve. They have a good understanding of the home's strengths and areas needing improvement.

The shortfalls identified are not directly impacting on the safety or wellbeing of young people.

Full report

Information about this children's home

This children's home is run by a private company. It is registered to provide care and accommodation for one child or young person with emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/12/2013	Interim	good progress
15/08/2013	Full	good
25/02/2013	Interim	good progress
04/10/2012	Full	good

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

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- ensure that all interview records demonstrate careful selection of staff (NMS 16.1)
- ensure the home and gardens are well maintained (NMS 10.3)
- ensure a written development plan, reviewed annually, for the future of the home, details any planned changes in the operation or resources of the service or confirms continuation of the home's current operation and resources (NMS 15.2)
- ensure all staff are provided with regular supervision by appropriately qualified and experienced staff (NMS 18.4)
- ensure all staff who work at the home have their performance individually and formally appraised at least annually and this appraisal takes into account any views of the children and the service it is providing for. (NMS 19.6)

Inspection judgements

Outcomes for children and young people **good**

The home provides a stable, consistent and calm environment in which young people have the opportunity to make progress in most areas of their lives. Young people enjoy positive relationships with the staff team. These positive relationships have helped them make good progress and reduce high risk behaviours. As a result, young people have not gone missing from home, they have not assaulted care staff, they respect the property and physical interventions have not been necessary to control behaviour.

Young people have made some progress with their education from their starting points. Some young people who have a history of major difficulties in school are progressing in maths and science and their attendance is 100%. A placing social worker said, 'education engagement for the young person is problematic but the support he gets at home is second to none'. The manager and her team maintain regular communication with the school to ensure effective behaviour strategies are shared and incentives are agreed. This has successfully encouraged and motivated young people to attend, engage and achieve with their education.

Young people make good progress in developing their confidence and emotional resilience. They achieve this by staff treating them with respect and encouraging them to engage in open, reflective and positive communication. This was demonstrated when the young people actively engaged in the inspection process. These skills empower young people and have contributed to them confidently and successfully engaging and enjoying activities. In addition, young people who have an identified interest are encouraged to take part in activities of their choice. For example, young people attend army cadets twice a week and activity weekends, incentives are given in vouchers to enable young people to maintain their interest in cycling and mechanical repairs.

Young people say one of the best things about living at the home is the quality and variety of food and activities they are offered. Young people benefit from a good diet which is plentiful and is home cooked. They plan menus, participate in food shopping, preparation and cooking.

Young people are encouraged and guided in working towards independence. They are supported to do their own laundry, keep their rooms tidy, make their lunch box and maintain a good standard of food hygiene and storage of food. This means that young people achieve the life skills they will need when they leave the home.

Quality of care **good**

Relationships between staff and young people are open, trusting and positive. Young people say 'most of the staff here are great, they look after me well, feed me nice meals and talk to me about any worries I have.' Parents and social workers are particularly complimentary about the Registered Manager. A placing social worker said; 'The manager is very efficient, she is very good with case recording and exceptionally good at communicating. All the I's are dotted and T's crossed. The young person is really happy; staff have succeeded in supporting them to enjoy positive relationships with their families'.

Individual placement plans are detailed and of a very good standard. Individualised incentive schemes and targets promote and encourage young people to achieve at the home and in education. Young people are actively involved in targets being reviewed and are enabled to choose their own incentives. For example, when young people have had a successful day in education the home rewards them with vouchers which they exchange to purchase goods which promote their vocational learning. This use of positive strategies and incentives reduces unacceptable behaviour, engages young people well and has contributed to their continued learning. Consequently their self-esteem and confidence grows. A social worker said, 'the home is wonderful'.

Young people's views about their care and daily life within the home are regularly sought by the manager, care staff and the independent monthly visitor. Young people said they like living in this home, they are not so keen on the location but they prefer it to others they have experienced. Complaints made by young people are acknowledged and acted upon. Young people report they are satisfied with how the home deals with their complaints and concerns.

The environment is homely, comfortable and clean. The manager acknowledged that some areas of the home are tired and worn and as a result are on the maintenance programme. In addition, outstanding maintenance work in the garden include overgrown shrubs and lawns which detracts from the overall good standards. Young people enjoy spending time in their bedrooms which are spacious and personalised.

Keeping children and young people safe good

Young people confirmed that they feel safe and protected in the home. Young people report that they have a wide range of people, including staff, their families and social workers who they can speak to about any issues concerning their well-being.

Prior to being placed at the home some young people engaged in high risk offending behaviour. Effective behaviour management strategies and positive relationships formed with care staff have resulted in positive outcomes for young people. Young people have not been missing from home, assaulted care staff or damaged property as in previous placements. As a result they are thriving.

Staff recruitment files were found to contain detail of all the important vetting and safety checks required to avoid unsuitable adults working with children who are vulnerable and may have complex needs. Some interview records were found to be variable in quality, not all interview notes detail times, signatures and evaluation of suitability. This information helps to ensure that those interviewing candidates are identified and that all interview notes are evaluated to assess if individuals have the required experience, skills and qualifications. This shortfall does not directly impact on the safety of young people in the home who are looked after by suitable and safe care staff.

Staff are fully aware of what to do should a child protection matter arise. They receive child protection training which is updated every three years. Records are well maintained and include detail of action taken, communication with and referrals to supporting agencies and the outcomes achieved.

The home's environment is safe and secure. Health and safety checks are completed as required by the home's policies and procedures. Fire safety in the home is good. For example, there are regular fire drills, including during the hours of darkness so that young people know what to do in the event of an emergency and all equipment is tested to fire service recommendations.

Leadership and management

adequate

The Registered Manager has been in post since October 2012. She holds an Access to Higher Education diploma and is studying for a Diploma Level 5 in Leadership and Management. Professionals, parents and young people speak well of her, specifically complimenting her on 'excellent communication' and 'her determination and efficiency to get things done'.

Young people are supported on a 1:1 basis by a consistent and permanent staff team. This means young people benefit from continuity and consistency of care. The manager refers to the staff group as a team, who successfully support each other, are reflective and who encourage and motivate each other. Informal discussions take place daily, some formal supervision takes place but the manager and some staff have not received supervision as required by the home's policies and procedures. In addition not all staff have annual appraisals. This means that individual training needs are not identified and addressed. Performance matters are not being discussed or reviewed to ensure understanding of roles and responsibilities and promote continuous personal and professional development for staff.

All staff members working at the home have completed their probationary period and induction. Basic training has been completed for all staff in mandatory topics. Safeguarding, first aid, health and safety and food hygiene are refreshed every three years and physical intervention and fire safety annually. Consequently staff are competent to meet the needs of young people

The manager undertakes regular monitoring of the home's records and care practices. There are sufficient records to inform staff members how to meet the daily living needs and manage risk in relation to young people. All significant events relating to the protection of young people accommodated in the home are notified to the appropriate agencies. This promotes the safety and wellbeing of young people.

External monitoring systems are effective in identifying any deficiencies within the home's records so that action can be taken to avoid any impact on young people. Progress and patterns and trends of behaviour are effectively monitored to ensure young people continue to achieve positive outcomes.

The home's Statement of Purpose was last updated in June 2014. This document is clear and provides a readable, accessible and comprehensive description of the services provided. This helps young people, parents and placing authorities to understand the home's remit and philosophy.

The home has a development plan in place. However, this does not fully identify areas of development for the home. Strengths and weaknesses of the service and future targets are not currently defined. This means there is the potential to miss opportunities for improvements which benefit young people.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

Information about this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.