

Children's homes inspection – Full

Inspection date	28 April 2016
Unique reference number	SC003897
Type of inspection	Full
Provision subtype	Children's home
Registered manager	Mia Lawrence
Inspector	Guy Mammatt

Inspection date	28 April 2016
Previous inspection judgement	Sustained effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
How well children and young people are helped and protected	Good
The impact and effectiveness of leaders and managers	Requires improvement

SC003897

Summary of findings

The children's home provision is good because:

- The current young person is happy and settled living at this home, and is making good progress in all of his placement objectives.
- The present young person enjoys school, this academic year he has 100% attendance. He also likes taking part in many out of school activities.
- The present young person is developing good independence skills in line with the expectation of young people of a similar age living in a family home.
- The current young person has learned to manage his emotions better and now discusses with staff the underlying feelings that make him upset. As a result, his aggressive behaviours have decreased.
- The present young person responds well to the rewards and incentives used by staff. He consistently achieves well and is rewarded with extra pocket money.
- The current young person enjoys quality time with his family as a result of support from staff and the arrangements made by the manager.
- Staff promote the young person's good physical and emotional health.
- Staff keep the present young person safe and respond calmly to his challenging needs.
- The manager effectively monitors the present young person's targets and outcomes, to ensure that he continues to receive the necessary support and achieves well.
- The manager and staff work collaboratively with the professionals involved with the current young person as well as his family.

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
13: The leadership and management standard In order to meet the leadership and management standard the registered person must— (2)(c) ensure that staff have the experience, qualifications and skills to meet the needs of each child.	30 September 2016

Recommendations

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

- Regulation 5 (a) requires the registered person to 'seek to involve' the placing authority that places a child looked after in the home, which in practice means working primarily with their statutory social worker. The requirement to work with social workers and other relevant people is repeated at other places in the Regulations and Guide, but in this instance the duplication is a justifiable reinforcement in light of the crucial importance of a strong working relationship between the home and the authority with parental responsibility for a child placed there, with particular reference to ensuring that all accident forms are shared with the social worker ('Guide to the children's homes regulations including the quality standards', page 11, paragraph 2.5).

Full report

Information about this children's home

The home is operated by an independent organisation. The home is registered to provide care and accommodation for one child or young person who may have emotional or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
9 February 2016	Interim	Sustained effectiveness
3 June 2015	Full	Requires improvement
18 March 2015	Interim	Improved effectiveness
10 December 2014	Full	Adequate

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
The current young person enjoys living at the home and says the reason for this is because 'it is just normal and fair and you can just get on with your life.' He scores the home positively with 9.99 out of 10. He is benefiting from the stability of living in this home after a number of placement moves in recent years. The young person has an excellent relationship with the staff team. He lives in a homely environment, which is well maintained and adorned with his belongings. The present young person has excellent attendance at school and as a result, he is achieving well. The school has been a constant in his life for a number of years and he enjoys attending. The headteacher reports that 'he is a terrific student and the quality of care at the home must be good because he is a happy child'. The minutes from a recent educational progress meeting evidences that he is making good progress or above expected progress in all of his subjects. The young person receives good healthcare support from staff. He has regular appointments with the dentist and optician and has access to the doctors when required. The young person receives good support for his emotional health. He engages with life story work with the Child and Adolescent Mental Health Services and his local authority. This has provided answers to many of the questions that he had about his past. Staff also attend the sessions to support the young person and to understand his feelings. The present young person benefits from taking part in a good range of physical and social activities. He likes to be busy and enjoys playing games with staff. The young person attends rugby and football clubs. He also volunteers in a youth club cafe and enjoys darts and fishing. The young person is building his life skills by joining in with cooking the meals in the home and buying his own food. He takes care of himself and completes chores around the home to earn extra pocket money. The young person benefits from improved opportunities to spend time with his family, including his extended family, who he had not seen for some time. His Mum visits the home and they spend quality time together. He also enjoys opportunities to go for a meal with his Dad and they play snooker together. The good support staff provide helps the young person well with these relationships. Staff have a good understanding of the current young person and respond well to his needs. They regularly have discussions and informal meetings together. As a result, the young person receives good opportunities to discuss important issues in his life and feels included in the running of the home.	

	Judgement grade
How well children and young people are helped and protected	Good
The present young person feels safe living at the home. He gets along well with staff and feels that the behaviour management regime is fair. The young person does not go missing from the home, has not been involved in a restraint for four months and has not received a sanction for poor behaviour in over two months. This is a good achievement. The young person reports to his social worker that he has turned a corner and people who know him well also comment that he is maturing. Staff use good strategies to help the current young person when he is feeling aggressive or displaying demanding behaviour. They model appropriate ways of interacting with others and demonstrate that males and females are equal in society. These techniques are successful in reducing the present young person's negative actions and support him to understand his feelings. The young person is learning to discuss his emotions and suggests techniques that will help him when he feels stressed, for example, throwing a water balloon against an outside wall. The current young person responds well to positive re-enforcement and incentives. He frequently earns extra money enabling him to purchase luxury items of his choice and to save for when he is older. The young person uses the internet safely. The manager ensures that the recruitment records of the staff members are well organised and complete. As a result, staff are carefully selected and vetted to ensure they are suitable to work with vulnerable children. The necessary physical and environmental checks of the premises are conducted at appropriate timescales. Staff ensure that medication is stored safely and recorded accurately. The manager meets regularly with the community police team and other local children's home providers. These meetings provide the manager with good opportunities to share information about the local area and helps to inform her locality risk assessment. The manager does not routinely share accident forms with the young person's social worker. As a result, the placing authority is not able to provide an independent oversight of injuries sustained by the current young person. This has not resulted in any significant harm to the young person. However, a recommendation is made to improve this practice.	

	Judgement grade
The impact and effectiveness of leaders and managers	Requires improvement
The impact and effectiveness of leadership and management require improvement, because one of the requirements from the previous inspection has not been resolved. None of the current staff team has completed or is enrolled onto the level 3 diploma for Residential Childcare, as required by the Children's Home Regulations 2016. However, two members of staff in management positions are enrolled on a relevant leadership and management qualification. The manager has been registered with Ofsted since January 2016. She has the necessary skills and experience for the role. The manager successfully demonstrates that she monitors the quality of care provided by staff and the placement objectives for the present young person. She can demonstrate the positive impact that living at the home has had on his life. The manager works effectively with the agencies involved in the current young person's care. The headteacher of the young person's school confirms that there is good communication between the settings. In addition, the young person's social worker reports that the home has a good staff team. The young person has not raised any concerns to his social worker or advocate. He attended his recent care review and made valid, sensible contributions about the future plans for his care. The manager's process for admitting young people into the home is satisfactory. She assesses the young person's needs and matches this to the skills of the staff team. An education placement was in place when the young person moved into the home and the manager promptly pursued the necessary specialist health intervention. Staff receive effective and regular professional supervision. Those who have been employed for one year have had an appraisal of their performance. Staff have good training opportunities, which ensure that they have the necessary skills and understanding to support the young person. The independent person's monitoring of the home is conducted at the required monthly intervals. The manager's work is well organised and concise, which positively benefits the staff. They respond effectively to her clear instructions and understand the expectations of their work. The manager uses a workforce development plan to continually improve the capabilities of the staff and monitors the quality of care regularly to inform this plan and adapt the service accordingly. The statement of purpose accurately describes the service provided. This document is shared with Ofsted and other stakeholders. There have been no notifications of significant events in the protection of children since the previous inspection.	

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 that 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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