

Children's homes - interim inspection

Inspection date	10/03/2016
Unique reference number	SC005041
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Daisybrook Limited
Registered person address	5th Floor, Metropolitan House, 3 Darkes Lane, POTTERS BAR, Hertfordshire, EN6 1AG

Responsible individual	Mark O'Donnell
Registered manager	Ann Pritchard
Inspector	Julia Wright

Inspection date	10/03/2016
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged Good at the full inspection. At this interim inspection Ofsted judge that it has sustained effectiveness. At the last inspection in October 2015, the overall rating for this home was good. Three recommendations were made, all of which have been addressed. Children's safety is promoted as additional staff training has ensured that all staff are familiar with the child protection policy and understand how to report a concern if necessary. Managers continue to try and ensure the staff team is of mixed gender through their recruitment and selection process so that children and young people have relationships with a balanced staff team. Flooring in four bedrooms is being replaced meaning that the overall environment is safe and comfortable for all. Children and young people continue to make good progress in all areas of their development as a result of the care and support they receive. All children living, or having a short break at the home, have complex needs and staff remain exceptionally knowledgeable about each individual's needs. They ensure these are comprehensively met. A family member commented, 'We are so happy she is there, she has the best care possible'. Another said, 'He loves going, and gets so excited when he sees his bag packed'. All children and young people remain in full time education. Staff continue to liaise closely with school staff each day so that all adults caring for children and young people are fully informed about any changes or events throughout the day. This maximises children and young people's safety and overall welfare as seamless care is offered. Partnership working remains good. Given the complexity of many children and young people's needs, close liaison with families and health services remains a priority. This ensures children and young people are safely and well cared for at the home. Parents say, 'Staff keep in touch, and we always know how he is and how he is getting on.' Children and young people continue to be encouraged in developing self-help skills including choosing meals and helping with dressing and eating. They learn about safety in the home and avoiding accidents including how to safely move around the environment. Their communication skills improve as staff are attentive and identify the most effective techniques to encourage children's involvement in life at	

the home. Each achievement is recognised, and children and young people's recognition of their abilities and success is celebrated.

Children and young people's safety remains a priority. Staff work very effectively as a team to support young people's needs, including their behaviour. Physical interventions are rare as staff understand triggers and divert children and young people appropriately. Consequently, children and young people enjoy a calm and relaxed atmosphere. A social worker commented, 'I am very happy with their care. I think the staff are able to meet the young people's needs because they go out of their way to understand their unique needs and intervene appropriately'.

A highly effective registered manager continues to lead a committed and motivated staff team. Various improvements have been made since the last inspection. An upgraded format for daily logs is in use which records the care and welfare of each child and young person. Not all logs include examples of children and young people's achievements which does not always give a balanced recording of their day.

Improvements have been made to the environment. The home has a warm, welcoming inclusive atmosphere. Some areas of the home have been repainted, and curtains and soft furnishings replaced. This ensures that the home remains a nurturing and welcoming environment for all children and young people.

Information about this children's home

The home is operated by a private organisation. It is registered to accommodate up to 10 children and young people with a range of disabilities and complex

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/10/2015	CH - Full	Good
27/03/2015	CH - Interim	Sustained effectiveness
28/01/2015	CH - Full	Good
29/03/2014	CH - Interim	Good progress

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

Recommendations

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

- Ensure that staff are familiar with the home's policies on record keeping and understand the importance of careful, objective and clear recording. Information must always be recorded in a way that is helpful to the child. (The Guide to the Quality Standards, page 62, paragraph 14.4)

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

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 focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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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