

Children's homes – Interim inspection

Inspection date	19/01/2017
Unique reference number	SC005204
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Keys Childcare Ltd
Registered provider address	Keys Attachment Centre, Hurstwood Court, Rawtenstall, Rossendale, Lancashire BB4 6HR

Registered manager	Kimberley Feeley
Inspector	Michelle Bacon

Inspection date	19/01/2017
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 improved effectiveness. The home has a new manager who has recently completed the registration process with Ofsted. She is suitably qualified and experienced, and following the previous manager's departure has brought stability and consistency to the staff team. There have been some changes to the group of children and young people since the last inspection, and most new admissions have settled very well into the home. One young person said, 'I'd give it 10 out of 10... the best bit is the staff... they take me out on lots of activities.' Impact risk assessments take account of the likely impact of any new children joining the group to ensure compatibility. Since the last inspection, one young person has moved to another home within the organisation, which was in line with his wishes and feelings. Another young person moved to a foster placement nearer to home, and another young person has moved back with his family. Transitions from the home have been completed positively, with positive outcomes for young people. The staff have undertaken relevant training since the last inspection, to ensure that they have the necessary skills and knowledge for their work. For example, they have completed e-safety and recording training, and medication and first aid training are scheduled for the forthcoming weeks. Work has been done with the children and young people during their house meetings in relation to e-safety, and some of them have devised an e-safety poster. The manager has planned an activity day with the children and staff on 7 February 2017 in recognition of internet safety day. This helps to ensure that the children and young people have a better understanding of how to keep themselves safe when using the internet. The standard of accommodation has improved; the home has recently been redecorated and old furniture replaced. Work is due to start on replacing all of the old windows. Children's and young people's bedrooms have been personalised to reflect their own personal style and tastes. As a result of these improvements, the group benefits from a comfortable and homely environment. The manager has worked tirelessly to improve the quality of care and practice. Improvements to children's and young people's records clearly reflect the positive	

direct work that is undertaken with them. Work continues with staff to ensure that their handwriting is legible and clearly expressed in all the records. The manager's monitoring is effective in ensuring that there is a high culture of aspirations and expectation in practice. She has recently introduced consultation forms so that the children and young people can give their feedback on the quality of care. Some of their feedback includes, 'It's the best care home and it is brilliant.' This ensures that their views are taken into account and they contribute to the running of the home.

Children and young people make progress in relation to their complex and challenging behaviours. They are all in full-time education and have excellent attendance. They engage regularly in sporting and other leisure activities, such as wall-climbing, jump nation and the Cubs. This promotes their physical health and well-being. Staff work effectively with a number of agencies so that children and young people receive individual care and support. This includes the in-house therapeutic team, and this ensures that they are able to respond to children's and young people's individual needs effectively.

Generally, children and young people do not go missing from the home. There have been five incidents since the last inspection; records show that these were for very short periods of time, and the children and young people returned of their own accord. Effective behaviour management strategies are used based on praise, rewards and negotiation. One young person explained how he is able to go for a short walk when he is feeling upset in order to calm down. This helps children and young people to work things out for themselves and learn to take responsibility for their own behaviour. Consequently, the incidents and frequency of challenging behaviour reduces over time. This means that there is a reduction in the use of physical interventions and sanctions for most children and young people.

There have been a number of complaints since the last inspection. However, records show that these have been dealt with promptly. This ensures that children's and young people's concerns are listened to. Managers respond to and investigate any serious incidents or allegations effectively. Significant events relating to the welfare and safety of children and young people are reported to the appropriate authorities. This ensures a robust response to safeguarding children and young people.

The home has significantly improved its effectiveness and no requirements or recommendations are made as a result of this inspection.

Information about this children's home

This service is run and managed by a large independent provider. The home is registered to provide care and accommodation for up to six children and young people who may have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/05/2016	Full	Good
03/12/2015	Full	Requires improvement
29/09/2015	Full	Inadequate
03/03/2015	Interim	Sustained effectiveness

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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