

SC005553

Registered provider: Dalepeak Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned by a limited company and it provides care and accommodation for up to five young people who may have emotional and/or behavioural difficulties.

Inspection dates: 24 to 25 October 2017

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 22 March 2017

Overall judgement at last inspection: declined in effectiveness

Enforcement action since last inspection:

None

Key findings from this inspection

This children's home is good because:

- Young people benefit from care and support from an experienced staff team which understands the young people well. This has enabled the staff to develop positive relationships, which contributes to young people's overall progress.

- Staff place the safety and well-being of each young person at the centre of their practice. They work in partnership with other agencies to ensure that there is a consistent response to any safeguarding concerns.
- Staff understand the importance of education for each young person. They liaise closely with schools to provide the necessary support to each young person to help them to progress and achieve.
- Young people access a range of leisure activities. This enables them to develop interests that they can continue with once they move on to independent living.
- Staff work in partnership with other professionals to ensure that care is consistent and effective.
- Staff encourage and support agreed contact arrangements for young people. This helps young people to keep in contact with family and friends.
- Staff understand the healthcare needs of each young person. Staff will access additional support and guidance if needed to ensure that young people are fit and healthy.
- Staff encourage positive behaviour by implementing consistent boundaries. Strategies implemented contribute to helping the young people develop an understanding of how their behaviours can have an impact on others.

The children's home's areas for development:

- The manager must forward a copy of the latest statement of purpose to HMCI and other interested parties when a review is undertaken.
- The manager must review and update the workforce development plan to reflect the current workforce.
- Some restraint records are not completed in full when using the computerised system. This is specifically in relation to the time and length of the restraint.
- The manager must ensure that notifications are made to Ofsted. One significant incident was not forwarded to Ofsted in relation to a physical altercation between two young people which resulted in minor injury to one young person. This does not enable the regulator to have full oversight of the action taken by staff to resolve conflict.
- Ongoing maintenance to the home needs to continue to rectify any minor repairs. This includes the flooring outside the main office and kitchen.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/03/2017	Interim	Declined in effectiveness
29/11/2016	Full	Good
07/03/2016	Interim	Sustained effectiveness
11/08/2015	Full	Outstanding

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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 within the given timescales.

Requirement	Due date
The registered person must keep the statement of purpose under review and, where appropriate, revise it and notify HMCI of any revisions. (Regulation 16 (3)(a)(b))	11/12/2017
The registered person must ensure that within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes: the effectiveness and any consequences of the use of the measure; and within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ('the authorised person') has spoken to the user about the measure; and within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure. (Regulation 35 (3)(a)(vii)(b)(i) and (c)) In particular, ensure that the restraint records provide all of the information required under the regulation.	11/12/2017
The registered person must notify HMCI and each other relevant person without delay if there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(e))	11/12/2017

Recommendations

- The registered person should have a workforce plan. The plan should be updated to include any new training and qualifications completed by staff while working at the home, and used to record the ongoing training and continued professional development of staff – including the home's manager ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)
- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic

environments. Children's homes must comply with relevant health and safety legislations (alarms, food hygiene etc.); however, in doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9). This is specifically in relation to the flooring outside the office area.

Inspection judgements

Overall experiences and progress of children and young people: good

Young people have good relationships with the staff, who, in turn, have high aspirations for the young people. In recent months, there has been a decrease in the number of young people living at the home. This is due to the placements of two young people ending. The managers had completed impact assessments prior to the young people moving into the home. However, an increase in behaviours that were not previously identified had affected the other young people living at the home. The manager and staff worked in partnership with the placing social workers and the young people's families to minimise the risks while they found alternative placements. Consequently, the managers have worked to improve the home's initial referral procedure. This will ensure that they take the needs of all young people into account prior to offering a placement at the home.

Young people currently living at the home have continued to make progress and their achievements are recognised and celebrated. Professionals involved in the care and support of the young people talked positively about the home and the support that staff provide. One social worker said, 'Staff always have acted with [name of young person's] best interests at the centre of what they do. Staff keep me updated with how he is doing, and when I visit it is evident that the staff know him well and encourage him to achieve good overall outcomes. As a result, he is engaging in school and attending additional activities to increase his social and emotional development.'

Staff support the young people with agreed contact arrangements with their family and friends. Staff encourage the young people to develop positive friendships within the community. Staff are strong advocates for the young people and understand their delegated authority responsibilities. This means that young people have the same opportunities to participate in daily life without there being any unnecessary delays or restrictions on their contact plan. However, where additional agreements are required, staff make sure they consult with the placing authority.

Young people have plenty of opportunities to share their views, wishes and feelings. This is through key-working sessions, young people's meetings and in discussions with the managers. One young person said, 'I don't have any problems with saying what I would like. I have a really nice bedroom, which I have added things to that I like. Although the room is big, I think I have made it nice and it is a place I like to relax in.'

Staff support the young people to lead healthy lifestyles. However, one young person

continues to smoke. Staff have accessed specialist support for the young person and additional information from the drug and substance misuse team. There are clear boundaries in place in relation to smoking within the home and the staff consistently enforce these. This ensures that young people receive support and guidance to make positive lifestyle choices.

Educational attendance has improved for the young people from their initial starting points. If young people become excluded from school, the staff challenge this if it is not in accordance with the agreed protocol. Staff support the young people to complete educational work at home during any periods of exclusion and attend education meetings to agree appropriate strategies to support attendance. This enables the young people to achieve their full academic potential.

Young people take part in a range of activities. This is both within the home and in the community. The home has a large games room, which has a pool table and games console as well as a range of board games. Young people are encouraged to join local clubs in line with their interests. One young person attends a local drama group that he enjoys. Another young person recently got an electric guitar and has had music lessons to help him to learn how to play. This helps to build young people's self-esteem and confidence.

Staff support the young people to learn and develop independence skills in accordance with their age and ability. Young people learn how to budget, prepare meals and to keep their individual bedrooms tidy. When young people are moving on to independent living, staff assist the young people to develop their skills further. This helps the young people to gain an understanding of the tasks they will need to complete when they move on from the home.

The home is a large detached house, set within a residential area. There is access to a range of community facilities as well as good transport links to larger towns. The managers review and update the locality risk assessment with information about the area. This ensures that the assessment reflects the current trends within the community.

How well children and young people are helped and protected: good

Young people say that they feel safe, happy and well cared-for by staff. They are confident in speaking with staff if they have any concerns or worries. For most young people, their placements have been long-term. However, two young people placed at the home demonstrated some significant behaviours that placed themselves and others at risk of harm. The staff from the home used a number of strategies to support the young people and keep them safe. Staff raised appropriate concerns with the placing authorities, and helped the young people move on to placements identified to meet their increased needs.

Staff complete training in safeguarding, which is updated on a regular basis. This ensures that their knowledge and practice is up to date and in line with current legislation.

Staff have a good understanding of the push and pull factors which some young people may experience and, as a result, may go missing from the home. Individual risk assessments identify the procedures for staff to follow in the event of this happening. Every effort is made to contact and locate the young person. Staff always notify the police as agreed in the individual risk assessment and agreed joint protocol. Full records are maintained to ensure that all relevant people receive information about the young person's absence from the home. Upon return, staff make sure that the young person is welcomed back and is safe. Staff request independent return home interviews. This provides young people with an opportunity to discuss the reasons for them going missing.

Effective strategies are in place to manage the young people's behaviours and reinforce boundaries. The continuity of support provided by staff helps the young people to settle. They understand the impact of negative behaviours on themselves and others. Young people said that they think the consequences are fair and they understand why these are used. Rewards are also in place to reflect and recognise when behaviours are good. Restraint is only used as a last resort and to protect young people from harm to themselves or others. When restraints occur, staff record these. However, the introduction of a new computerised recording system has resulted in staff not completing detailed records as required by The Children's Homes (England) Regulations 2015. This is specifically in relation to the length of the restraint. The manager and the responsible individual, who have oversight of these, have identified this. Further discussion and training in relation to recording on the computer system is planned to make sure that all staff are aware of correct recording.

Recruitment of staff is in line with safer recruitment practice. This minimises the risk of unsuitable people being employed to work with young people. All visitors to the home are requested to show their identity, record their visit and are given information about what to do in the event of a fire. These arrangements keep the young people, staff and visitors safe.

Regular health and safety checks are undertaken. There is an ongoing maintenance programme in place and redecoration has been completed in the kitchen and games room. Further work is planned for the hall, stairs and landing. However, the flooring outside the main office and kitchen is uneven when walked on. This was highlighted to the manager during the inspection.

The effectiveness of leaders and managers: good

The manager has managed the home for the past seven years and is suitably qualified and experienced. An experienced deputy manager supports him in his role. Both the manager and deputy manager demonstrate their commitment and aspirations for young people within their care. This is also reflected in the staff team, the vast majority of whose members have worked at the home for a number of years and hold relevant qualifications in residential childcare. Any shortfalls in staffing are covered by the organisation's bank staff. However, they always work with an experienced member of

staff. This provides continuity of support for the young people.

All staff receive regular supervision, which enables them to reflect on practice and contributes to their professional development. Training records demonstrate that staff undertake training, both face-to-face and through online learning. One new member of staff demonstrated her knowledge about her role and completion of a full induction programme, including safeguarding. She commented, 'The training received, along with the support provided by not only the managers but also staff, has been very good and has enhanced my knowledge and skills to fulfil my role.'

An independent visitor, who provides a report to the manager and regulator identifying areas of good practice as well as areas for further development, undertakes external monitoring of the home. The manager addresses recommendations made from these reports in a timely manner. He carries out regular monitoring of the home and reports on a biannual basis to the regulator, Ofsted and the responsible individual for the home. However, the revised statement of purpose has not been sent to Ofsted and the workforce development plan has not been updated to reflect changes within the staff team. This means that the regulator is not kept informed of staffing changes within the home.

Notifications of significant events are, in the main, reported to the relevant people as required by regulation. However, one incident was not reported to Ofsted. During the inspection, the incident record demonstrated that the staff responded appropriately to support both young people involved, as well as completing key-worker sessions in relation to bullying. Placing social workers and family were also informed.

The manager and staff have positive relationships with partner agencies. One social worker said, 'I have always found the staff to be supportive of [name of young person]. He has made significant progress while he has been at the home and has been provided with stability and reassurance, which has enabled him to flourish. It is evident that he has a really good relationship with the staff and they care about him. He contributes to his reviews and has a good understanding of his current and future plan.'

The manager has responded to the requirements and recommendations made at the last inspection in relation to safeguarding and monitoring of the service. There has been an improvement in the records maintained on the electronic system, although some further improvement is required, as identified within this report.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC005553

Provision sub-type: Children's home

Registered provider: Dalepeak Limited

Registered provider address: Richard House, 9 Winckley Square, Preston PR1 3HP

Responsible individual: Andrew O'Reilly

Registered manager: John Allen

Inspector

Sarah Oldham, social care inspector

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