

Inspection report for children's home

Unique reference number	SC005751
Inspector	Anthony Kyem
Type of inspection	Full
Provision subtype	Children's home

Registered person	Care Afloat Ltd.
Registered person address	158-160 Birkrig Digmoor Parade SKELMERSDALE Lancashire WN8 9HP
Responsible individual	Daniel Curran
Registered manager	Sharon Angeline Mangan
Date of last inspection	04/03/2014

Inspection date	28/11/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	outstanding
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The progress young people make and the outcomes they achieve are exceptionally positive. Young people make exceptional progress across all aspects of their welfare, physical, emotional, social and behavioural development. This is underpinned by effective, high quality support from staff. Care planning and practice are highly personalised to the meet the needs of young people. Young people benefit from very well planned, highly individualised care, that promotes their needs very effectively.

Young people report, ' It's good. Staff are well good and that. They help me. We have pamper nights and put face masks on and joke around. The best thing is it's not in the middle on nowhere. I wouldn't mind staying here.'

Young people are kept safe and they have a very strong sense of personal safety. Young people needs and views are central to all aspects of the home the operates and develops its practice. Consequently, young people are routinely involved in the running of the home. Staff involve young people in key decisions so they can influence all aspects of their care and support. Young people's views about their care and their relationships with staff, are consistently positive.

Young people report, 'I have loved staying at the home and wouldn't leave if, I had

the choice. I have had the best time and best experiences working with all of my staff.' Others report, 'I think all of the staff have done a good job with me. I think they have helped me and I feel I have changed.'

A social worker reports, 'Managers and carers are extremely supportive of young people.'

Young people benefit from a home that is managed very efficiently and effectively. The manager routinely makes good use of the home's monitoring activities to improve the quality of young people's care. The manager is effective at identifying the home's strengths and weaknesses and they take action to secure, the home's continuing improvement for young people.

There are no breaches in regulation. Consequently, there are no requirements or recommendations made, as a result of this inspection.

Full report

Information about this children's home

A private organisation operates this children's home. This service is registered for one young person with emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2014	Interim	good progress
10/12/2013	Full	good
21/02/2013	Interim	good progress
25/07/2012	Full	good

Inspection judgements

Outcomes for children and young people **outstanding**

The progress young people make and the outcomes they achieve, are exceptionally positive. Young people make exceptional progress across all aspects of their welfare, social, behavioural, physical and emotional development. Young people benefit from effective, high quality support from staff with whom, they sustain their positive attachments.

Young people make exceptional progress to develop a positive self-view, emotional resilience and improved self-confidence. Staff help young people make sense of their past and they support them to move forward and plan for the future. Young people benefit from good role models in staff, they look up to and learn from. Staff have consistently high expectations of young people and they strive to achieve the best outcomes for them.

Young people do not engage in offending or any other form of harmful, destructive, risk- taking behaviour. Where these behaviours have been an issue for young people previously, staff have worked positively with them to reduce and control such behaviours. Consequently, young people are not at risk of harm. Young people benefit from effective support to promote their positive health. Young people are registered with doctors, dentists and opticians and they have access to specialist support, if they require it. Young people have prompt access to the services they need to promote their physical, emotional and psychological well-being.

Young people are taught about key health issues so they lead and maintain a healthy and active lifestyle. Consequently, young people learn to take responsibility for their own health. Medical consent is in place so staff are clear about what health decisions and responsibilities are delegated to them. Young people's medication is stored and administered safely, by trained and competent staff.

The Looked After Children's Nurse reports, 'Staff at the home always keep me updated regarding admissions/discharges within placement. Our team was involved with a previous resident who was pregnant and we were able to offer training to both young people and staff...Manager and staff are always receptive to visits...I have never had any issues or concerns with the ability of staff to ensure young people's health needs are met. I have always found them to be pro-active and response to any health advice.'

The educational achievement of young people is exceptional, taking into account their individual starting points at the time of placement. Young people who have lived at the home previously completed their GCSEs successfully. Staff helped them to secure full- time employment to secure their economic well- being. Young people who have struggled to attend education previously, now attend education regularly. Young

people enjoy and achieve.

A social worker reports, '(The young person) has only been in the home a short time, however, to date I'm happy with the way staff have managed her behaviour in placement and schooling. (The young person) seems to have settled well and the home change methods to adapt to (her) changing needs.'

The home actively promotes, supports and facilitates contact for young people. As a result, young people sustain their close relationships with the people who are most important to them. Staff understand what decisions about contact are delegated to them and they ensure that contact is a safe and positive experience for young people. The home maintains positive relationships with the families of young people.

Quality of care

outstanding

Young people benefit from excellent relationships with staff and they sustain their positive attachments. Young people's views and wishes are actively sought and staff routinely involve young people in the running of the home. Consequently, young people feel they can influence and make a positive contribution to all aspects of their care and support. Young people know how to make a complaint and their rights are championed very effectively. No complaints or concerns were raised by young people during this inspection.

Staff help young people to understand why it may not be possible to act on their wishes on all occasions. This ensures young people are kept well informed and understand the rationale behind staff decision making. Consequently, young people are less likely to act out when decisions do not go their way.

Staff place the safety of young people at the centre of their practice irrespective of the challenges they present. Staff are imaginative and creative in finding ways to support young people to promote their positive progress. Staff build highly effective partnerships with other professional agencies and they consistently challenge any shortfalls in the delivery of services to young people. Young people make a positive contribution to the home and the wider community. They enjoy positive and enjoyable activities to promote their social skills, interests and hobbies.

Young people benefit from exceptionally well planned, highly personalised care that promotes their needs very effectively. Young people's needs arising from gender, age, race and ethnicity are all positively identified and met as part of care planning and daily living. Care planning and practice is highly individualised and tailored to meet the needs of individual young people.

The location of the home ensures young people benefit from a range of local amenities. Young people have easy access to places of particular interest to them. The home has completed a detailed and comprehensive safe location review.

Consequently, the manager is aware of any risks in the local community. The home's location is safe and suitable for young people. Young people benefit from a physically safe and appropriately secure environment.

Young people benefit from welcoming, warm, comfortable and homely accommodation. Young people are encouraged to personalise the home and this gives them a real sense of belonging. Health and safety matters are managed very effectively to promote the safety of young people

Keeping children and young people safe outstanding

Young people are actively protected from abuse, bullying, neglect and child sexual exploitation. Staff are trained in child protection, including child sexual exploitation so they know how to deal with allegations and report suspected abuse. There have been no allegations of abuse or referrals to children and young people's services. Staff are familiar with safeguarding roles and responsibilities and they demonstrate a positive understanding of safe working practice.

Young people's welfare and their well-being is consistently and pro-actively at the centre of staff practice. The use of clear risk assessment and management, ensures young people are kept safe and have a strong sense of personal safety. Staff are familiar with young people's particular needs and vulnerabilities and they take appropriate action, to address them. Young people are not at risk of harm. Young people are kept safe and feel safe.

Staff employed to care for young people are vetted and selected very carefully, to protect young people from unsuitable people. Visitors to the home are chaperoned and there is strict monitoring of such people.

There are no issues with bullying. Young people do not identify bullying as being an issue for them. Young people do not place themselves at risk of harm or offending.

Young people do not go missing from the home, should they do so, there are effective arrangements and procedures to promote their quick and safe return. The home maintains strong and effective partnerships with the local police to protect and support young people. Local police officers are routinely invited into the home, where appropriate, to develop their relationships with young people. The Looked After Children's Nurse reports, 'I recently completed a joint visit with Greater Manchester Police to raise awareness of child sexual exploitation and advise on the new Project Phoenix in terms of safeguarding young people. Staff are also actively involved with the residential providers' forum hosted by the Safeguarding Children Board.'

Staff promote young people's positive behaviour. Young people respond well to the high quality support provided to them. Positive and pro-active behaviour management strategies are consistently applied to promote the safety of young people. The use of restraint, if used at all, is only ever to protect young people from

harm, accident or injury. There have been no restraints since the previous inspection.

Staff share and implement the home's ethos, approach and philosophy in caring for young people. The use of sanctions is kept to an absolute minimum. However, when used they are fair, effective and proportionate. The behaviours of young people are managed very safely and effectively.

Leadership and management

outstanding

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Leadership and management outstanding

Young people benefit from a home that is managed extremely efficiently and effectively. The home is managed in a way that consistently delivers positive outcomes for young people. The home has a proven track record and inspection history. The home can demonstrate the positive value and difference it has made to the lives of young people. The home meets the aims and objectives of its Statement of Purpose comprehensively, to secure positive outcomes for young people.

There are clear and effective arrangements for monitoring the home's activities. Leadership and management arrangements are strong and leaders and managers are effective, at tackling the home's weaknesses to secure improvement. The manager stimulates staff's enthusiasm and channels their efforts effectively. The manager communicates high expectations to staff about sustaining improvement.

The manager routinely makes effective use of the home's monitoring activities to improve outcomes for young people. The performance of the home is monitored efficiently and effectively, by an independent person who visits the home each month, to form an accurate opinion about the quality of young people's care. Combined with the manager's internal monitoring activities, these systems enable the manager to build on the home's strengths and tackle its identified weaknesses, to secure improvement.

No complaints or concerns have arisen since the previous inspection. The home is extremely well-resourced; there are no requirements from the previous inspection. The manager of the home is well qualified, trained, and experienced. She has been in post since March 2007. The registered manager exercises strong and effective leadership of the home's staff and operation. There are clear arrangements for designated staff to deputise in the registered manager's absence to promote the smooth operations of the service.

The training needs of staff are identified and met. Staff benefit from high quality training to develop their knowledge, skills and professional practice. They benefit from effective support and regular professional supervision. Staff appraisal takes account of the views of young people. As a result, young people benefit from staff that are effectively and pro-actively supported to care for them.

Written development plans promote the home's continuing development and improvement. Staffing is sufficient, and staff have qualifications, training and relevant experience, to meet the needs and numbers of young people. Managers ensure the home is consistently maintained to a high standard for young people. They pursue

overdue review meetings to ensure young people's needs are reviewed and met effectively. The home's contribution to review meetings is of a high quality.

There are no breaches in regulations. There are no requirements or recommendations made, as a result of this inspection.

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.