

SC008268

Registered provider: The Partnership of Care Today Children's Services

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

A private company that operates a number of children's homes across the country owns this home. This home is registered to provide care and accommodation for up to two children who have social and/or emotional difficulties.

The manager was registered with Ofsted on 17 June 2013. He holds a level 5 qualification in leadership and management.

Inspection dates: 9 to 10 May 2018

Overall experiences and progress of children and young people, taking into account	Good
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How well children and young people are helped and protected	Good
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The effectiveness of leaders and managers	Good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 27 June 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/06/2017	Full	Good
18/01/2017	Interim	Sustained effectiveness
05/07/2016	Full	Good
16/03/2016	Interim	Sustained effectiveness

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
In meeting the quality standards, the registered person must, and must ensure that staff, seek to secure the input and services required to meet each child's needs. (Regulation 5(b))	29/06/2018
The registered person may only employ an individual to work at the children's home; or if an individual is employed by a person other than the registered person to work at the home in a position in which the individual may have regular contact with children, allow that individual to work at the home, if the individual satisfies the requirements in paragraph (3). For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification by the relevant date. (Regulation 32(4))	29/06/2018

Inspection judgements

Overall experiences and progress of children and young people: good

Young people enjoy living in a home where staff are passionate and committed to making a positive difference in young people's lives. Young people told the inspector that they are happy with every aspect of the care that they receive and do not wish to change anything. Staff build excellent relationships with children because they spend valuable time getting to know them. Staff observe behaviour, take note of children's previous history and implement consistent boundaries. As a result, children who find it hard to establish trust, or to become socially engaged, begin to develop skills that help them to feel a part of the home and the community. This promotes children's emotional well-being.

Education is supported and promoted in the home. When young people do not have an identified education provision, staff work alongside the placing authority to arrange one. Staff have developed strong links with young people's schools and colleges to ensure positive communication and a joined-up approach. This provides young people with support and consistency. One young person had not attended school for almost two years before he moved to this home; he is now attending college on a regular basis.

Young people benefit from keeping in touch with their families and people who are important to them. Staff are good at making arrangements for young people to see their families and supervise this if necessary. A parent told the inspector, 'The staff support me with seeing [young person's name]. They have made the arrangements easy for me and we all know when and where we see each other.'

Young people know how to complain, and they feel that they will be listened to if they do complain. Young people have made two complaints since the last inspection. These have been resolved with the young people satisfactorily and the outcome appropriately recorded.

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

Staff understand the risks that young people face. Risks are managed through the implementation of personalised risk management plans. These written plans guide staff to understand young people's specific vulnerabilities and the challenges that they present. Staff are responsive to young people's changing needs. An independent reviewing officer said, 'Staff are not risk averse and allow [young person's name] independence, but in a controlled way.'

Staff complete regular training in the use of physical restraint and de-escalation techniques. They only use this measure of control to prevent young people from hurting themselves and/or others. Staff record these incidents with care and provide a detailed record. As a result, managers have all the information that they need to evaluate these incidents. Staff effectively redirect challenging behaviour and reduce the need to use physical intervention to keep young people safe. There have been no incidents of

physical intervention for over six months.

Staff manage behaviour well, implementing clear boundaries that are consistent and fair. A parent told the inspector, '[Young person's name] feels safe. I know this and I know that he benefits from the clear rules and boundaries.'

Young people make significant progress from their starting points. Skilled and knowledgeable staff understand the complex needs of young people. However, in one instance, staff have not challenged professionals enough to ensure that a young person receives the psychological assessment that they need.

The effectiveness of leaders and managers: good

The registered manager is experienced and suitably qualified. He has been in post since June 2013. He demonstrates a high level of ambition and commitment to his role. An experienced and enthusiastic deputy, who is currently undertaking her level 5 leadership and management award, supports him.

Staff report that they feel supported in their roles. They say that managers are approachable and freely give advice and guidance, and that communication with the wider organisation is good. The registered manager undertakes good-quality practice-related supervision with staff.

There is a high level of commitment to developing and improving the service, and the registered manager is keen to listen to suggestions and advice. Staff take an active role in developing the service. Expectations of staff are high, and the registered manager communicates this clearly to the staff team. The registered manager leads by example and is a positive role model to his staff and to young people living in the home.

The majority of staff are suitably qualified for their role, with others working towards gaining these qualifications. As a team, staff are skilled and knowledgeable, with a number of years' experience of working with young people. Despite this good practice, not all staff complete their level 3 diploma within the required timescales. This means that young people do not always have the benefit of a fully qualified staff team.

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: SC008268

Provision sub-type: Children's home

Registered provider: The Partnership of Care Today Children's Services

Registered provider address: Lansdowne House, 85 Buxton Road, Stockport, Cheshire SK2 6LR

Responsible individual: Vivien Snape

Registered manager: Martin Russell

Inspector

Annemarie Parker, social care inspector

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