

Children's homes inspection - Full

Inspection date	01/12/2015
Unique reference number	SC008274
Type of inspection	Full
Provision subtype	Children's home
Registered person	Searchlight Care Services Limited
Registered person address	Marcus House, Parkhall Road, Stoke-on-Trent, Staffordshire, ST3 5XA

Responsible individual	Denver Underwood
Registered manager	Philip Mann
Inspector	Julian Mason

Inspection date	01/12/2015
Previous inspection judgement	Sustained effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Outstanding
The children's home provides highly effective services that consistently exceeds the standards of good. The actions of the home contribute to significantly improved outcomes for children and young people who need help, protection and care.	
how well children and young people are helped and protected	Outstanding
the impact and effectiveness of leaders and managers	Outstanding

SC008274

Summary of findings

The children's home provision is outstanding because:

- The young person's progress and experiences are exceptional. A combination of having a long-term residential placement and being looked after by a stable, child-focused team has helped achieve this.
- In comparison to previous times, the young person has made excellent progress socially, educationally and personally.
- The small but stable team have helped to achieve continuity of care and very positive attachments with the young person.
- Staff actively encourage the young person's involvement in their day-to-day care.
- The young person feels very safe and secure in the home and with the staff who look after her. She feels listened to and is very comfortable about approaching staff about any matter she wishes to discuss.
- Staff are effective role models, their practice positively influences the young person's personal and social development.
- Professionals can identify the sustained progress that the young person has made and the positive impact the home is having on preparing them for the future.
- The staff team are highly effective; they work well together and receive excellent support and guidance from managers.

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

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets 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 with the given timescales.

Requirement	Due date
-------------	----------

None

Full report

Information about this children's home

This children's home is registered to provide care and accommodation for two young people with emotional and/or behavioural difficulties. The home is operated by a private company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/03/2015	CH - Interim	Sustained effectiveness
16/12/2014	CH - Full	Outstanding
05/03/2014	CH - Interim	Good progress
28/11/2013	CH - Full	Outstanding

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Outstanding
The young person has made and is making exceptional progress in all aspects of her life. This is because of the familiar, consistent and flexible child-centre approach to her support and care. Although the home is registered for two young people, it is only accommodating one young person who has been in the placement for over five years. Consequently, the young person has grown up and experienced a very stable, long-term residential placement. The service has evolved and adapted as the young person's age, circumstances and priorities have changed. A key strength of the service is the high expectations staff have that the young person will overcome their difficulties and make sustained progress. Sensitive issues are addressed professionally and in ways that are acceptable because the young person feels respected and care for. Because of the staff team's approach, the young person has been able to deal with her past traumatic and difficult experiences. This is in addition to overcoming the disruption caused by many previous placement moves. The young person says that she 'loves' where she lives and would not want to live anywhere else. She feels listened to and is fully involved and consulted about decisions that relate to daily living and future plans. The young person's emotional well-being, self-esteem and confidence have grown over time and continues to do so. They have become more resilient and responsible as they have progressed and achieved the aims outlined in their agreed plans. Social worker reports consistently highlight the ongoing progress being made and the positive outcomes being achieved. In particular, the work being undertaken currently around promoting greater independence and the preparations being made for a planned move next year. The young person benefits from lots of formal and informal opportunities to develop both their life skills and to increase their personal responsibility. Such skills include self-care, preparing meals and having free time. Continuous education and practical mentoring, tailored to individual needs has helped build the young person's confidence as they move towards young adulthood. The young person's participation in home and community life is promoted well because of the drive and commitment of the staff team. The young person enjoys very good health; they keep fit and well. Currently, they only need routine appointments to ensure their dental, optical and physical health are monitored. Where more specific health needs emerge, staff ensure access to	

the correct service is made promptly. The young person is encouraged to eat a balanced healthy diet and take regular exercise. They are encouraged to try new foods and mealtimes are very relaxed communal events. Staff frequently talk to the young person about their lifestyle choices, which helps to educate them about the risks and benefits to their health and well-being.

The young person's attendance and attainment in education is exceptional. The young person has a 100% attendance record at a local school. She is achieving in line with her own expectations and that of teachers. There is a strong and supportive culture in the home; expectations are high in terms of what the young person can achieve. She is an active member of her school community and involved in many extra-curricular activities. Because of these circumstances, the young person thoroughly enjoys her time at school.

	Judgement grade
How well children and young people are helped and protected	Outstanding
The young person feels very safe and secure in the home and with the people who look after her. This is because staff who work at the home are knowledgeable and clear about their roles and responsibilities. Staff work in partnership with each other as well as other professionals to consistently share necessary information that promotes welfare and safety. Successful communication and practices exist because of the effective leadership that reflects the home's values and priorities in terms of keeping everyone safe. The young person is actively encouraged to improve their awareness and understanding about how to keep themselves safe. They know that staff care about them and that their safety and well-being is important. Open dialogue and effective one-to-one work with the young person helps them to learn about a range of issues that relates to their safety. Staff understand the potential vulnerabilities and circumstances which may put the young person at risk. This means that they are well prepared and able to take action if necessary. The young person does not go missing from care or leave the home without permission. Staff are very good at ensuring they know where the young person is at all times which is part of their well-established care routines and practices. Staff regularly complete and review assessments to help them identify any risks and how these are to be managed. The environment is physically safe and secure. This is because health, safety and fire equipment checks are carried out on a regular basis. Staff roles and responsibilities are consolidated through a range of health and safety training	

which is part of the organisation's rolling programme of staff development. Robust recruitment and vetting arrangements are in place although the need to employ new staff has not been necessary for some time.

Staff consistently focus on promoting positive and improving behaviours and young person frequently receive praise and rewards as a result of this approach. The use of formal sanctions are rare and physical restraint has not been necessary since the young person's arrival to the home. The young person is stable in her relationships and state that staff are very fair. The team are very experienced and successful at helping to maintain safe boundaries and socially acceptable behaviours.

	Judgement grade
The impact and effectiveness of leaders and managers	Outstanding
The home is led by a highly committed, qualified and longstanding registered manager who is assisted by a capable and qualified deputy. The staff team are extremely well supported and have an excellent understanding of their roles and responsibilities. Staff work exceptionally well as a team because of effective communication, strong leadership and management support. They demonstrate a very clear commitment to delivering high standards of childcare practice, matching their approach to the specific needs of the young person. Staff are held accountable for their performance and their individual development needs are identified through effective management oversight. Consequently, they are able to reflect on their performance and consider ways of enhancing and developing their roles further for the benefit of the young person. The residential team have all contribute positively to the culture, ethos and working practices that have developed within the home. Managers provide an on-going programme of formal supervision and annual appraisal. This is used effectively to promote the professional development of the team and maintain high standards of work practice. Staff regularly participate in core training events to update their knowledge and skills as well as completing more specific training to address particular areas of need. This means that staff are able to develop their knowledge and skills which helps them to address and meet the young person's needs more effectively. The team have well-established networks and relationships with a range of agencies and professionals who are involved in meeting the needs of the young person. For example, staff work closely with teachers, social workers and local community organisations. The young person's health, education and leisure interests benefit greatly from these arrangements and contribute positively to the	

overall experiences of living in the home.

Both the internal and external monitoring of the home takes place regularly, with child focused, evaluative reports being produced within required timescales. Reports appropriately review performance and identify areas for improvement. Effective use of reflective practice is used which incorporates consultation and feedback from the young person, staff and professionals. The registered manager demonstrates a clear understanding of the home's strengths, which helps to map out areas of development for the forthcoming year. The registered manager can clearly demonstrate that the home is consistently achieving its stated aims and objectives as outlined in the statement of purpose.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

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 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*.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *raising concerns and making complaints about Ofsted*, which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2015