

Wood View

Children's homes – Interim inspection

Inspection date	20/01/2017
Unique reference number	SC008274
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Searchlight Care Services Ltd
Registered provider address	Marcus House Estates, Marcus House, Stoke On Trent ST3 5XA
Responsible individual	Denver Underwood
Registered manager	Philip Mann
Inspector	Matt Hedges

Inspection date	20/01/2017
Previous inspection judgement	Outstanding
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 outstanding at the last full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness. The young person is due to leave the home soon, after living there for many years. She was reflective about this and talked positively about the support she has received stating, 'Staff are still doing a great job.' The young person has exceptionally strong relationships with staff. These relationships have significantly reduced her anxieties as she prepares to move into adulthood. She is particularly pleased that she has already planned to celebrate her next birthday with staff, and plans to see them next Christmas and New Year! Staff have also made sure that the young person is equipped with the practical skills she will need. She has made great progress in this area because of the sensitive support the staff team offers. For example, she is now able to manage her own money, travel independently, shop and complete other household tasks. A social worker commented, 'She has had a perfect experience of being in care, because of the staff. Her move has been exceptionally well managed.' Staff support the young person to make sensible decisions and her maturity has grown. Incidents are extremely infrequent and staff manage them well. On rare occasions sanctions are used in response to negative behaviour. Records do not show that these are always restorative in nature, nor do they show how the sanctions help the young person to understand the impact of her behaviour on herself or others. This is primarily a recording issue. It does not detract from the excellent relationships staff have with the young person or the guidance they provide. The registered manager is well supported by an experienced and committed assistant manager. Management oversight is strong. Managers take swift action if there are concerns about the young person and keep her needs at the centre of all that they do. As a result, she receives additional support as soon as she requires it. For example, understandable anxiety about leaving the home resulted in a brief dip in her engagement in education. This was quickly resolved. A teacher commented, 'Everything is going really well, she is back on track... Staff have been great, supporting her well.' Managers have an excellent oversight of the day-to-day running of the home. This	

is particularly due to good communication, and a small, committed, consistent staff team. Management audit and review systems are generally strong with several minor exceptions. Specifically, the independent person's report often does not contain the views of professionals. In addition, one report was delayed, and took several weeks to arrive at the home. Furthermore, the registered manager's quality of care review does not contain a specific action plan. These shortfalls prevent managers from making best use of information from independent and internal monitoring. However, managers have already identified the majority of these shortfalls and are taking action to resolve them. Other processes, and the relationships that staff and managers have with other agencies, mean there is no evident impact on the young person.

One recommendation was made at the last inspection. This related to the vetting of one member of staff who had worked two shifts in the home. Managers have taken action to improve the systems in place and can evidence safer recruitment practices as a result. The member of staff has not worked in the home since the last inspection. However, managers have failed to record on the member of staff's personnel file that they have spoken to her previous employers. This was required in order to verify her reasons for leaving these posts. This is an administrative error only. It has no effect on the safety or welfare of the young person or staff. However, as the recommendation has not been fully met, it has been reissued.

Staff and managers have developed effective relationships with other professionals including teachers, social workers and other social care staff. A social care manager confirmed this stating, 'Communication is great... staff have been fantastic throughout the young person's placement.' Staff also actively challenge other agencies and advocate for the young person when they feel that this is necessary. For example, they made sure that the young person did not have to move until the time was right for her. This was extremely beneficial to the young person and helped her to enjoy Christmas.

Information about this children's home

This children's home is registered to provide care and accommodation for two young people who have emotional and/or behavioural difficulties. Only one young person has been accommodated for a number of years. The home is operated by a private company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/07/16	Full	Outstanding
19/02/2016	Interim	Improved effectiveness
01/12/2015	Full	Outstanding
27/03/2015	Interim	Sustained effectiveness

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

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendations:

- Ensure that any sanctions used to address poor behaviour are restorative in nature, to help children recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider community. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.38)
- Seek independent scrutiny of the home and make best use of information from independent and internal monitoring (including under regulations 44 and 45) to ensure continuous improvement. ('Guide to the children's homes regulations including the quality standards', page 55, paragraph 10.24)
- Ensure that the recruitment of staff safeguards children and minimises potential risks to them. (Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1)

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 that 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 whom 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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