

Children's homes – Interim inspection

Inspection date	28/02/2017
Unique reference number	SC008490
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Keys Group
Registered provider address	Keys Attachment Centre, Hurstwood Court, Rawtenstall, Rossendale, Lancashire BB4 6HR

Responsible individual	Julie Hamilton
Registered manager	Claire Brady
Inspector	Ceri Evans

Inspection date	28/02/2017
Previous inspection judgement	Good
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 good at the full inspection. At this interim inspection, Ofsted judge that it has improved effectiveness. The home was last inspected in July 2016. It was found to be offering a good service to children and young people. Three requirements and one recommendation were made to improve practice further. All of these have been fully addressed by the manager at the point of this interim inspection. Children and young people continue to enjoy warm, positive and purposeful relationships with staff and with each other, within their individual capabilities. Staff are good role models and have a parent-like approach to their care. They are intuitive and treat each child and young person with unconditional positive regard at all times. This enables children and young people to live out their childhood in a safe, caring and nurturing environment where they can start to address past difficulties and move on positively. Children and young people benefit from individualised placement plans that are subject to regular review and update. Staff work well with children and young people to ensure that their weekly plans are followed and their targets met. Children and young people are involved in an age-appropriate way in the development of their plans and are clear about their goals. They are aware of their wider care plans and are supported by staff to be involved in meetings about them. As a result, they feel part of their future planning and have confidence that their voice will be heard. Parents and professionals speak positively on the standard of care and the progress children and young people make. One social worker said: 'None of us could have anticipated the progress [name] has made. The staff team knows him so very well and knows how to support him. This is why he has made such great progress. Staff speak with a great deal of passion for [name] and can see how fantastic he is. Staff have definitely got his back.' Another professional provided written feedback and said: 'I am amazed at how [name] has made progress so quickly and he continues to make progress. When I became involved with [name] he was out of control, angry and very challenging. I have seen such a positive change in him.' This is a testament to the staff team's ability to ensure that children and young people feel relaxed and comfortable in their home, and is a clear indication of the	

progress children and young people make against their own individual targets and goals.

Staff are persistent in their efforts to promote positive educational outcomes for even the most challenging children and young people. The staff team values education and works well with all agencies to ensure that suitable provisions are in place to aid with children's and young people's learning and development. All of the children and young people living in this home benefit from suitable education placements, and all are making significant progress with their individual goals. This significantly increases their future education or employment prospects.

Behaviour management strategies with children and young people continue to be effective. The group dynamics and behaviour are managed very well. This provides children and young people with a harmonious environment in which to live. The use of sanctions is extremely minimal, as staff prefer to use a more constructive, restorative approach so that young people learn from challenging situations. Records of individual sessions with children and young people show useful direct work with them about issues such as future care planning, attitudes and feelings, confidence and self-esteem. This has helped young people to progress and have a meaningful voice in decision-making forums.

Children and young people do not go missing from home. This represents significant progress for some young people who have had no incidents of missing since the last inspection. However, staff know what to do should children and young people go missing and respond promptly. Furthermore the staff team has positive relationships with the police, which ensures a well-coordinated response to safeguard children and young people.

The registered manager has strengthened the home's admission and matching process. Transition into the home is fully considered, and careful thought is given to the potential impact on the existing group of children and young people living in the home. When possible, transition to the home is planned. This ensures that children and young people feel better prepared for the move. Staff are also kept fully informed of admissions. This means that staff are well informed, and are therefore better able to provide a high level of care to the young people from the moment they arrive. This inspection found that the group dynamic has improved. Any issues relating to emerging tension is dealt with immediately so that it doesn't have a negative impact on the harmonious feel in the home. This has undoubtedly enabled children and young people to settle and live their lives in a happy, relaxed and safe environment.

The registered manager is suitably experienced and qualified for the role. She provides visible leadership and is enthusiastic, motivated and extremely child-centred. The staffing team is cohesive and supportive, and brings to the home a variety of different skills, which are valued and acknowledged by the manager. The team works very closely together and has positive relationships, which adds to the settled and happy feel of the home.

The quality of staff support and supervision makes the staff feel valued and respected. All staff are enthusiastic and caring, and share the manager's commitment to deliver a high standard of care. The staff team continues to undertake a wide range of training and there are opportunities for further development through their individual personal development plans. Staff report high levels of satisfaction with the supportive ethos of the manager. One staff member said: 'The manager is very supportive and is always available to the staff team and children.'

The home continues to work very well with its partner agencies, with positive feedback recorded from a number of agencies via the newly introduced feedback forms. This ensures that young people receive a coordinated package of support that meets their needs across all areas.

To conclude, evidence gathered at this inspection highlights that the home has a continued capacity to improve. The manager has successfully addressed previous requirements and recommendations and has a clear vision of how to secure ongoing improvement. No further requirements have been made at this inspection. This again demonstrates the manager's ability to learn from inspection and develop practice throughout the service.

Information about this children's home

This is a privately run home which is part of a national organisation. It provides care for up to four young people who may have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/07/2016	Full	Good
11/03/2016	Interim	Improved effectiveness
18/06/2015	Full	Requires improvement
06/01/2015	Interim	Improved effectiveness

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 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 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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