

SC008575

Registered provider: The Together Trust

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is run by a charitable organisation and is registered to provide care and accommodation for up to five young people who may have physical disabilities and/or learning disabilities and/or sensory impairment. The home provides short-term breaks.

The manager has been registered with Ofsted since 2016.

Inspection dates: 4 to 5 December 2019

Overall experiences and progress of children and young people, taking into account **good**

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

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 8 January 2019

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/01/2019	Full	Good
29/11/2017	Full	Good
27/02/2017	Interim	Sustained effectiveness
09/08/2016	Full	Good

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

Recommendations

- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. ('Guide to the children's homes regulations including the quality standards', page 42, paragraph 9.5) In particular, find a solution to the limited parking facilities at the front of the home. In addition, the provider should ensure that an appropriate bath is installed that is suitable for all the children's needs.
- The registered person should seek to establish a diverse staff team with a range of interests, skills and experiences. ('Guide to the children's homes regulations including the quality standards', page 52, paragraph 10.6) In particular, ensure that staff training is up to date.
- Staff should be familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

Inspection judgements

Overall experiences and progress of children and young people: good

Young people in receipt of a short-break service receive a good level of individualised care and support. One young person currently lives at the home and has made good progress from his initial starting point. Young people enjoy many positive experiences and opportunities during their stays at the home. A parent said, 'I can't fault them, it's an amazing place, I don't know what we'd do without them. She loves coming here, she gets to experience things that I can't do with her.'

Young people's health needs are managed effectively. Staff have worked very hard to help a young person overcome their fears and resistance to engage with medical professionals. Consequently, staff have seen improvements in the young person's mobility and self-esteem.

Staff work closely with the therapists to help them understand young people's needs and ensure that they provide good-quality care. A clinical psychologist said, 'The staff have adapted to his unique needs. They are implementing the training and changed their style of working to suit [X]. He has developed trust in his core team.'

Transitions are managed well. Staff speak to parents prior to their child's stay to discuss any changes to their child's care needs. This ensures continuity of care for young people during their stay. During the inspection, one young person was being well supported for

their move on to their adult placement. Staff are working in partnership with the new carers to ensure a positive and successful transition.

Staff have a good understanding of young people's individual communication methods. This means that the young people are involved and able to make choices during their stay. One young person uses a Dynavox communicator, and staff have had training in operating this device to support the young person effectively.

The home provides a nurturing and stimulating environment for young people who have a range of disabilities. The back garden has undergone a major refurbishment so that it is accessible to all young people. There are photographs around the home of the young people enjoying a variety of activities during their stays. However, it would be beneficial to look at a resolution to the limited parking spaces at the front of the home. In addition, young people would benefit from the installation of a bath that they can all access.

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

Young people receive a high level of support and supervision. There have been no incidents of young people going missing from the home. Detailed care plans and risk assessments clearly identify the risks associated with young people's complex needs and vulnerabilities. Personal care needs are managed with sensitivity to ensure that young people's privacy and dignity are respected.

Any complaints or allegations about staff are dealt with appropriately. However, the provider could not provide records of a recent internal investigation to inform relevant personnel of any learning outcomes to help improve practice in the home.

The need for the use of physical intervention to manage young people's behaviour is infrequent. Staff are well trained in a nationally recognised programme that enables them to understand and support young people's behaviour. Staff are adept at using redirection or reassurance to help young people stay calm.

The effectiveness of leaders and managers: good

The home is managed effectively and efficiently. The manager and her deputy are qualified and experienced. Managers and staff are fully committed to providing young people with new experiences that help them to take part in the wider community.

Staff are well supported by the management team. Regular supervision and team meetings help to drive improvements within the home. However, currently less than half the staff team hold the required level 3 qualification. In addition, the training matrix shows that some staff are overdue their refresher training in key areas, such as emergency first aid and safeguarding.

The trust is committed to delivering training that improves the skills of the staff team, so they can meet the needs of young people effectively. Staff have recently undertaken training in attachment and Playfulness, Acceptance, Curiosity and Empathy (PACE). This

is supporting staff to work more therapeutically with young people.

The manager has addressed the recommendations raised at the last inspection. Both parents and professionals are very complimentary about the quality of care provided by the home. However, the manager's monitoring of records is not fully effective. For example, a physical intervention record does not make it clear why a member of staff had switched off a young person's electric wheelchair. Furthermore, the managers have not challenged this action.

The home is operating in accordance with its statement of purpose. Managers have a good understanding of the strengths and weaknesses of the home.

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: SC008575

Provision sub-type: Children's home

Registered provider: The Together Trust

Registered provider address: Schools Hill, Cheadle, Cheshire SK8 1JE

Responsible individual: Jill Sheldrake

Registered manager: Helen Marston

Inspector

Michelle Bacon, social care inspector

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, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding 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 1231, 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 <http://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 <http://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: <http://www.gov.uk/ofsted>

© Crown copyright 2019