

Children's homes inspection - Full

Inspection date	30/09/2015
Unique reference number	SC013553
Type of inspection	Full
Provision subtype	Children's home
Registered person	Bramley Care Limited
Registered person address	57 London Road, Enfield, Middlesex, EN2 6SW

Responsible individual	Barbara Sharp
Registered manager	Matthew Wakeling
Inspector	Trish Palmer

Inspection date	30/09/2015
Previous inspection judgement	improved 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

SC013553

Summary of findings

The children's home provision is outstanding because:

- Strong leadership and management, coupled with a highly motivated staff team ensure that young people's individual needs are met.
- Young people have made excellent progress living in the home.
- Young people are supported to talk through thoughts and feelings with the homes therapist and be able to learn how to manage these.
- Relationships between staff and young people are extremely positive. Young people have trusted adults that they can talk to.
- The home is warm and welcoming and young people are clearly at the heart of the home.
- There is excellent communication between the school and home.
- Staff are proactive in safeguarding young people and they live in a safe environment.
- Staff understand the importance of family contact and support this.
- Young people take a pride in the home and complete daily chores.
- Staff understand the importance of transitions into and leaving the home and make these successful.
- Staff are proactive in supporting young people to attend activities in the community.
- Young people have life story books which help them understand their time in the home and giving them positive memories.

Recommendations

To improve the quality of care standards of care further the service should take into account of the following recommendation(s)

- The children's guide should help children understand what the day to day routines of the home are. (Guide to Children's Homes Regulations, page 24, paragraph 4.22)

Full report

Information about this children's home

The home is a privately owned therapeutic unit and provides care and accommodation for up to nine boys with emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/02/2015	CH - Interim	improved effectiveness
08/09/2014	CH - Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	outstanding
The young people have progressed above and beyond expectations since their admission. Two young people have successfully moved from the home, staff remain in contact to offer support. There is a stable and consistent staff team who all understand the young people's past traumas and the impact this can have on their lives. Staff spend quality time with the young people and hold a handover meeting with them when they return from school. This gives both young people and staff the opportunity to talk about any issues from the previous evening, any issues at school and plans for the rest of the day. Young people were observed appropriately challenging each other and staff, and offering support and encouragement to each other in a safe controlled environment. A parent commented, 'the manager really understands X and what he needs to progress. He attends a meeting with other young people every day where he can talk about issues that the other young people understand. He has really blossomed and is starting to help others.' The young people are supported in making decisions about their daily lives as well as issues that may affect the group or home giving them a strong sense of belonging. The manager will respond to young people in a sensitive way when they request something, which cannot happen, and supports them to understand the reasons. The young people know how to complain, they also have the opportunity to discuss complaints and issues of bullying or discrimination in the daily handover meetings, weekly house meetings, and during weekly key work or therapy sessions. One young person commented, 'you can talk to the staff about anything; they will always have time to listen.' The organisation has its own school, which all the young people attend full time. If they are able to attend college on a part time basis the expectation is that they will attend school for the remaining days. One young person is due to take GCSEs a year early and another said, 'before I came here I was only attending school for an hour and a half a week, I'm now full time which I never thought would happen.' The headteacher commented, 'the home and school work very well together, we have handover at the start and end of each day so that all staff are aware of any issues. I attended weekly managers meetings with the home and a member of	

staff from the home is at the school in case a young person needs to leave the class, they also supervise break time. A home work sheet is given to the young people which staff have to read and sign; if home work has not been completed staff have to put the reason why.' This ensures education is central to staff thinking and they promote the aims of the school effectively and knowledgeably. This supports the young people to be able to reach their full potential.

Young people are supported to undertake independence skills according to their age and starting point, they are all involved in chores on a rota basis; young people are encouraged to help staff cook and plan the menu, which is balanced and healthy. One young person commented, 'X cooked dinner for everyone last week, it was really nice'.

Staff support young people to access a wide variety of activities. One young person commented, 'we did the high ropes in the summer, it was really scary but I did it; not even some of the staff could manage it.' Staff work hard to give the young people new experiences within a safe environment.

The young people have a life story book which contains photos and achievements. These are seen as an important part of young people building memories and to look at the progress they have made living in the home. Staff celebrate achievements in handover meetings, weekly house meetings and key work sessions and understand the importance of young people being able to recognise their and other's achievements.

Sport is an important part of the young people's lives; there is a large garden and basketball court on site, which they often use. One parent commented, 'X does lots of sporting activities which he didn't have the opportunity to do before and it's helped to build his confidence.' A social worker commented, 'X said that he's happy here as he gets to do lots of different things.'

The young people are in excellent health and all routine health appointments are up to date, the staff have a good relationship with the local GP who has signed to say which homely remedies can be given by staff. None of the young people smoke and one has lost weight since coming to the home. There is an allotment where young people grow vegetables.

There is a robust medication policy in place; staff check medication on a daily basis to ensure that young people have been given any medication they require. Medication is stored correctly and consent from parents or social workers are on file.

Staff understand the importance of contact for both young people and families. One parent commented, 'X can phone me when he wants and I can call him. When I have visited I am made to feel very welcome.' Another parent said, 'I'm impressed with the house, it's a home from home, and X has had his bedroom

repainted in the colour he wanted.'

The home is decorated to a very high standard, there are photos of staff and young people, large well-kept gardens and the young people have an allotment where they grow vegetables of their choice. Young people are encouraged to personalise their bedrooms with bedding and posters. One social worker commented, 'It's a lovely home, X has a nice bedroom which he has moved around several times, staff don't have an issue with this.'

	Judgement grade
How well children and young people are helped and protected	outstanding
The young people live in a safe environment, any extra measures in place such as bedroom door alarms and a monitor on the landing are understood by young people, families and social workers and a consent form, signed by all is on file. All staff have had training in safeguarding, child sexual exploitation and radicalisation of children in order to be able to recognise concerns and keep young people safe. Before coming into the home young people are spoken to about the ethos and the expectations of the home. A social worker commented, 'transition was smooth and really supportive; they sent leaflets to X and his dad and came to visit him in his own environment.' A parent commented, 'staff know how to work with young people, I am reassured that all staff know the ethos of the home and want to be there.' The young people are given a copy of the young person's guide before coming to the home, this is child friendly and informative but does not tell young people about the day to day routine of the home. A social worker said, 'I feel that X is safeguarded here, there is a high staff ratio and I have seen how vigilant staff are and they know how to work with the young people... A parent commented, 'it's hard that X is so far from home but I know that he is safer here than anywhere else, staff understand him and the risks'. The young people rarely go missing, due to the high level of supervision staff are able to follow any young person who decides to walk off site. The manager has a good relationship with the missing person's team. They commented, 'the manager will always inform us of any new admissions or discharges. There is an intervention	

pro forma which is completed with risks and a photo of the young person, this can then be sent to any officer on duty if a young person goes missing’.

In the past, young people have had a negative experience of the police, the home has built good links with the local police officer who will come and visit the young people on a regular basis to build up positive relationships.

The young people spoken to said that they felt safe living in the home, one young person said, ‘I like the handover meetings; it means that we can talk about things instead of just thinking about things that make you angry or upset..

There are excellent concise individualised risks assessments on file, which are kept updated and monitored by the manager. Staff supervise the young people at all times and young people understand the reasons for this and the consequences of them breaking supervision, this ensures that young people are safeguarded in and out of the home.

The young people do not have access to a computer or mobile phones, if young people do need to use a computer this is supervised use of the staff computer. Due to young people not having mobiles, the manager has been working with the missing persons’ team in piloting an ‘ownfone’: this is a device that only has numbers programmed into it of the home, emergency services and the missing persons’ team. As young people prepare to move into the semi independence home and earn unsupervised free time this can be given to them to use ensuring that they can contact someone if they feel unsafe. Staff can also contact the young people.

Recruitment is robust, all checks are completed and verified before staff begin work. The home uses the Disclosure and Barring service updates, a copy is kept in the home.

	Judgement grade
The impact and effectiveness of leaders and managers	outstanding
The manager has been registered since 2011 and worked with this specialised client group since 2008. He has the relevant experience and qualifications and is passionate about the work of the home and the outcomes for young people. The manager and the staff have high aspirations for the young people and enjoy very constructive relationships with them. A social worker commented, ‘X has	

become a happy confident young man, he didn't have friends before which he has now and this has made a real difference to him.' A parent said, 'rules are consistent, things are out in the open, staff are very aware of X's needs and sing from the same hymn sheet.' Another commented 'this is a very calm environment which X needs, the manager understands X and what he needs to progress.'

Staff meetings are held monthly and all staff attend, there is also a monthly meeting with the therapist to discuss young people ensuring that staff are consistent with their approach. A member of staff commented, 'if you need to speak to the therapist regarding a young person you can do this anytime, it's really supportive.'

Supervisions are held monthly with new staff being supervised every two weeks; staff reported that they found these supportive. Staff also complete an evaluation of the shift every evening where practice can be challenged in a safe non-confrontational way. Staff commented, 'we expect the young people to be open and honest about feelings and relationships within the group so it's only right that staff should do the same.'

Feedback is collected from a number of sources including young people, parents, social workers and external agencies. The manager uses these effectively to improve practice.

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*.

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