

## Children's homes inspection - Full

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|--------------------------------|-----------------------------|
| <b>Inspection date</b>         | <b>06/10/2015</b>           |
| <b>Unique reference number</b> | <b>SC013598</b>             |
| <b>Type of inspection</b>      | <b>Full</b>                 |
| <b>Provision subtype</b>       | <b>Children's home</b>      |
| <b>Registered person</b>       | <b>Cherry Trees Limited</b> |
| <b>Responsible individual</b>  | <b>Mark Clement</b>         |
| <b>Registered manager</b>      | <b>Peter Davey</b>          |
| <b>Inspector</b>               | <b>Emeline Evans</b>        |

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|-------------------------------------------------------------------------------------------------|-------------------------------|
| <b>Inspection date</b>                                                                          | <b>06/10/2015</b>             |
| <b>Previous inspection judgement</b>                                                            | <b>improved effectiveness</b> |
| <b>Enforcement action since last inspection</b>                                                 | <b>None</b>                   |
| <b>This inspection</b>                                                                          |                               |
| <b>The overall experiences and progress of children and young people living in the home are</b> | <b>Good</b>                   |
| The children's home provides effective services that meet the requirements for good.            |                               |
| <b>how well children and young people are helped and protected</b>                              | <b>Good</b>                   |
| <b>the impact and effectiveness of leaders and managers</b>                                     | <b>Good</b>                   |

**SC013598**

## **Summary of findings**

### **The children's home provision is good because:**

- Young people and their parents and carers enjoy very positive supportive relationships with staff at the home. Young people are looked after by an experienced and stable staff team.
- Staff provide young people with individualised care that effectively supports and nurtures their personal development, leading to improvements in their behaviour, confidence and independence.
- Staff are equipped with the skills to recognise when young people are upset or worried and are proactive in acting on concerns. As a result, behaviour is well managed.
- Young people show warmth and affection for the care staff and there is a very relaxed atmosphere in the home.
- The management team clearly prioritise the young people's needs, and respond promptly to any concerns. They strongly advocate for young people and their families.
- Young people understand the routines and boundaries in the home. This results in socially acceptable behaviour and encourages effective group living during young people's stays.

## 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   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Ensure the registered person keeps the behaviour management policy under review and, where appropriate, revise it. Specifically in relation to including details of use of 'time out.'<br><br>(Regulation 35 (2))                | 09/11/2015 |
| Ensure a written record is made of the use of any measure of control, restraint or discipline, in a volume kept for the purpose of which shall include the matters listed within Regulation.<br><br>(Regulation 35((3)(a)(b)(c)) | 09/11/2015 |

### Recommendations

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

- Ensure the manager receives training in control, discipline and restraint to ensure all incidents are subject to regular scrutiny and are fair. (The Guide to the Quality Standards, page 46 paragraph 9.36)
- Ensure the arrangements in place to protect children are risk assessed. Specifically the chest freezer in the dining area and bolts and locks on bedroom doors. (The Guide to the Quality Standards, page 42 paragraph 9.5)

## **Full report**

### **Information about this children's home**

The children's home is registered to offer short break placements for children and young people with learning and/or physical disabilities. The home is owned and run by a charitable organisation.

### **Recent inspection history**

| Inspection date | Inspection type | Inspection judgement   |
|-----------------|-----------------|------------------------|
| 26/02/2015      | CH - Interim    | improved effectiveness |
| 28/08/2014      | CH - Full       | Good                   |
| 26/03/2014      | CH - Interim    | Good Progress          |
| 06/01/2014      | CH - Full       | Good                   |

## Inspection Judgements

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| <b>The overall experiences and progress of children and young people living in the home are</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>good</b>     |
| <p>'A child who had difficult behaviours settled really well, several other places have been tried and failed but they have been very successful at managing her and parents have been very pleased. Her placement has been extended in length of time because it has been so positive for her.' Just one of the many positive comments received from professionals and parents alike. Young people enjoy care from staff dedicated to providing them with positive life-enhancing experiences. Young people show warmth and affection for the care staff and there is a very relaxed atmosphere in the home. It is evident young people have fun and develop as a result. It is clear the staff team have a good understanding of the individual needs of young people and have a child-centred approach. Young people have limited relationships with each other, largely due to the impact of their disabilities, some young people do develop secure relationships and greet each other with enthusiasm. For some other young people this means developing a tolerance and understanding of others.</p> <p>Since accessing the short-break service, young people have grown in their confidence, independence, peer relationships and ability to access a range of activities. Young people's self-esteem is developing as a result of these opportunities and the individual support packages delivered. It is evident that young people thoroughly enjoy and look forward to their short break. This was echoed by parents and a placing social worker.</p> <p>Young people's interaction and communication skills are developed through a range of varied and purposeful activities. Young people enjoy opportunities to be with friends and have fun. The home is situated in a rural area within easy reach of local facilities. There is a strong community presence with the home taking the opportunity to be fully involved and enabling the children to experience what community life is about and therefore a sense of belonging.</p> <p>Young people are fully involved in everyday decisions and they are supported to understand why it may not be possible to act on some requests. During observations it was seen that a young person was asking all young people about what film they would like to watch and this was then decided by the highest number of votes. This enabled a young person to take responsibility and empowered all young people to be involved in decision making.</p> <p>Staff work in partnership with parents and professionals to ensure that a consistent approach is achieved. Effective communication ensures that key messages about</p> |                 |

young people's care and well-being are properly addressed. One parent explained, 'communication is good and I can contact them at any time.' Parents were highly complimentary about the staff team and the regular open communication that exists to ensure that young people's welfare is at the centre of all practice.

The staff team have successfully supported young people to move on to adult care settings. Young people are prepared by promoting independence at different levels such as sitting at the table or making their beds and clearing tables. Encouragement and praise are given at every level of achievement, this enables young people to have the confidence to try new skills and make progress in their personal and social development. This transitional work involved when young people move on promotes positive endings for young people who find it a challenge to understand why change needs to happen.

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| <b>How well children and young people are helped and protected</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>good</b>     |
| <p>Staff interpret young people's behaviours well and are therefore able to act upon instances when young people are worried or upset. Staff are trained in safe care practices and supported by policies and procedures. Young people's demeanour indicates they feel safe with staff. These positive relationships enable young people to feel safe and confident in being able to communicate any issues as they arise.</p> <p>The supervision provided by staff minimises the risk of young people going missing. There have been no instances since the last inspection. Staff are clear on the processes to follow should this occur and are vigilant of the individual risks for some young people who access the service. The support needs of young people are considered prior to placement and this enables any particular vulnerabilities to be taken into account. The service is aware that they cannot meet some young people's support needs and decisions have been made that some placements will not be suitable. This demonstrates an awareness of their capabilities as a staff team in keeping everyone safe. Young people are encouraged to treat each other with respect through appropriate role modelling and re-enforcement of boundaries. This has enabled a relaxed atmosphere to be created.</p> <p>Feedback from parents and professionals include, 'I can have a break knowing he is safe and well cared for,' and 'I feel confident and happy that he is safe.' Care planning documentation identifies risks for each young person and preventative measures. These are consistently implemented and communicated within handovers and staff meetings and contribute to keeping young people safe. Staff</p> |                 |

promote positive behaviours by giving consistent messages to young people alongside a focus on encouragement, reward and de-escalation. As a result, behaviour is well managed and there has only been one incident involving physical intervention since the last full inspection. The use of 'time out' has been used with some young people, how and when this should be used is not included in either the behaviour management or restraint policy. This does not enable staff to be aware of how to implement this and ensure consistency. In discussion and during observations staff were aware of the procedure. In addition, although time out is being recorded this practice is restricting liberty of movement and therefore a restraint. This is not currently being considered as such and therefore not all details are recorded in line with regulation. This does not enable effective review to determine if this is an appropriate measure.

Staff receive training in safeguarding young people and during discussion staff were knowledgeable about how to apply this if they had a concern. Staff understand that young people's disabilities and behaviour make them highly vulnerable. Allegations or suspicions of harm are promptly and appropriately shared with external safeguarding agencies. Staff attend relevant professionals meetings and share appropriate information about young people's well-being. This demonstrates effective partnership working.

The home has a sound recruitment process in place, which ensures all the necessary checks are completed before a member of staff starts work. This protects young people from having contact with unsuitable people. The premises provide an environment where young people feel safe and where they are being safely cared for. Young people are protected by sound health and safety routines and the home is appropriately secure, taking into account the needs of the young people. Routine testing of the equipment and detailed risk assessments are regularly undertaken to ensure a safe environment is maintained. Some of the bedroom doors are fitted with locks that cannot be opened from the inside and a number have bolts on the outside. This is to prevent young people entering bedrooms when not in use. In addition, a chest freezer is currently in use within the dining area. Young people are supervised in this area. There is not presently a risk assessment in place to support these arrangements.

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|                                                                                                                                                                                                                                | Judgement grade |
| <b>The impact and effectiveness of leaders and managers</b>                                                                                                                                                                    | <b>good</b>     |
| The Registered Manager has been in post in the children's home for a number of years and holds an NVQ 4 management qualification. Staff describe the management team as approachable and knowledgeable. The Registered Manager |                 |

and staff team are focused on improving the quality of care in the home. Feedback from parents and professionals describe the service as 'very well led' and the manager as 'very approachable'.

Staff work together well and there is a good team spirit which impacts positively on young people. Staff report feeling supported by senior staff and management. The service is well resourced, ensuring that young people have good staffing ratios, access to purposeful activities and to leisure interests. The staff are very enthusiastic and passionate about their work and demonstrate that they know the young people well. One parent commented, 'good staff continuity ensures strong relationships with staff members.' Staff undertake training which enhances their individual skills. Staff are complimentary about the quality and types of training they receive because it is relevant to their work with individual young people.

The Statement of Purpose clearly states the aims and objectives of the service and the facilities it provides. There is a clear focus on working in partnership with young people, parents and outside professionals to achieve a consistent approach to meeting the needs of young people. This was seen as being achieved both in practice and through conversations.

The manager has good monitoring systems. Regular file audits, internal monitoring reports, supervision and appraisal of staff; all contribute to a good understanding of the strengths of the service and any areas requiring improvement. The manager is in the process of fully embedding the new regulations into his monitoring and has developed action plans as a result. The manager is currently monitoring the use of positive handling and time out recording but has not completed any positive handling or physical intervention training in a number of years. Some recording was not robust; the manager does not have comprehensive knowledge in this area. Monthly monitoring reports are undertaken by an independent visitor. This level of monitoring is effectively used by the staff team, ensuring action is taken to address any shortfalls.

There have been no complaints due to the excellent relationships formed with young people, families and professionals. All have confidence in the setting's ability to address any issues raised in a timely and professional manner.

The management team is aware of the strengths and weaknesses of the home. There is a commitment from the management and staff team to further raise the standard of care provided to the young people within the service. There is a clear focus and aim for young people to have fun during their stay. There were no requirements or recommendations made at the interim inspection in February 2015.



## 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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