

Inspection report for children's home

Unique reference number	SC014235
Inspector	Paul Taylor
Type of inspection	Full
Provision subtype	Children's home

Registered person	Lioncare Limited
Registered person address	Lioncare Ltd 58a Livingstone Road Hove East Sussex BN3 3WL
Responsible individual	Matthew Vince
Registered manager	Angela Theresa Rowbottom
Date of last inspection	19/02/2014

Inspection date	19/11/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

This inspection	
Overall effectiveness	outstanding
Outcomes for children and young people	outstanding
Quality of care	outstanding
Keeping children and young people safe	good
Leadership and management	outstanding

Overall effectiveness

Judgement outcome	outstanding
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Full report

Information about this children's home

The home can accommodate up to seven children and young people. The service aims to accommodate children and young people who have emotional and behavioural difficulties and provides a therapeutic care approach towards meeting their needs. The home is part of an organisation which has three residential homes and a school.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/02/2014	Interim	good progress
07/11/2013	Full	outstanding
11/02/2013	Interim	good progress
26/06/2012	Full	outstanding

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

Recommendations

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

- consistently record that where there has been a physical restraint, the home must be able to call on medical assistance as required and children are always given the opportunity to be examined by a registered nurse or medical practitioner. (NMS 3.16) (This is in relation to recording explicitly in the restraint records that this has been offered to the young people after a physical restraint.)
- ensure that staff receive high quality training to enhance their individual skills and to keep them up to date with professional and legal developments. (This is in relation to ensuring that all members of staff have training in e-safety.) (NMS 18)

Inspection judgements

Outcomes for children and young people **outstanding**

Young people make excellent progress at the home. They are enabled to develop a positive self-view, emotional resilience and an in depth understanding of the reasons for them coming into care, including their background. This can be a very difficult process for the young people, however, the care and support they receive, enables them to tolerate their feelings and move forward. 'Things weren't good before I came here, I feel a lot better about things now' is a comment made by a young person.

Young people enjoy excellent levels of attendance at their schools. This is particularly significant especially when bearing in mind their starting points. As a result, young people are able to take exams and achieve awards celebrating their progress and success.

Young people have their routine health needs met and promoted. For example, all young people attend appointments with dentists and opticians and have their on-going health needs assessed by Looked After Children (LAC) nurses. Young people's emotional health and well-being is promoted to a very high standard. Their emotional turmoil is acknowledged and they receive close attentive support from therapists provided by the home. In turn, members of staff are also supported to identify and meet the young people's emotional needs. This establishes trust and stability for them which in turn means that they can develop the skills and strategies to cope with their own emotions and feelings.

Young people are supported to meet others who are significant to them. Members of staff will supervise meetings with families if that is required. This enables them to feel they are supported, especially if the meetings are challenging or anxiety provoking.

While no young people at the home are preparing for independence, they are enabled to develop skills to function as part of their wider community. These skills are developed at a pace commensurate with each young person's abilities and vulnerabilities. For example, some of the young people are not able to travel independently without support from an adult, while others go into town to meet friends.

Quality of care **outstanding**

Young people develop meaningful and trusting relationships with the members of staff who care for them. The value of building relationships, which are experienced as safe and nurturing for the young people, is a central tenet of the home. Attention to detail and an extensive insight and understanding of each young person's

background and needs means that members of staff can support the young people to develop safe and reliable relationships, often for the first time in their lives. 'They care for me and love me' is a comment from a young person.

Young people feel that they are involved in the running of the home and that they can have a meaningful impact. For example, they are involved in interviewing prospective members of staff and make choices about refurbishment. They have numerous opportunities to voice their feelings and opinions. These include daily group meetings, key work sessions, meeting with therapists and independent visitors as well as visiting managers. As a result of this approach, young people's views are valued and encouraged.

Young people are aware of how to make a complaint and to whom these can be addressed. No formal complaints have been made by the young people since the last inspection. Any opinions and feelings about their care are voiced in the numerous meetings and forums in which they are involved. This results in ongoing discussions without the need for formal complaints to be made.

Each young person has a detailed individual care plan. All placement plans are frequently reviewed and include opportunities for the young people to contribute. Comprehensive monitoring evaluates young people's progress over time and this is then used as the basis for statutory reviews and case planning meetings. Reports and assessment of each young person's progress are forwarded to the child's social worker on a regular basis. These plans and the subsequent reports provide excellent evidence of the significant progress all of the young people have made since their admission.

The young people maintain excellent levels of attendance at their schools. The value of education is promoted by members of staff. Excellent individual support provided to the young people enables them to attend and achieve at their schools. Progress at school is excellent, especially when bearing in mind the young people's starting points. For example, young people who have previously refused to attend school prior to their placement at the home, are now preparing to take formal exams.

Young people are involved in numerous activities both in the home and in the community. Examples of activities include football, army cadets, chess clubs and meeting with friends. This ensures that they develop a wide circle of friends and are not isolated from their peers and the wider community.

Any specific needs relating to culture, religion or personal identity are known to members of staff. This ensures that each young person feels valued by the adults caring for them as well as their peers. A culture of sharing each other's feelings and opinions in the daily meetings is promoted and embedded in the culture. This means that each young person feels they have a meaningful part to play in their home and community.

Keeping children and young people safe **good**

Young people speak positively about how the staff care for them and keep them safe. 'I know the adults care for me and really try to keep me safe' is a comment by a young person.

Young people are clear that bullying is not acceptable. If there are any incidents of bullying or conflict within the group, a meeting is called where the young people can discuss the behaviours and how this affects the whole group. 'We had a meeting to sort it' says a young person.

There are clear protocols for the staff to follow in the event that a young person is missing from the home. Incidents of young people leaving the home without permission are rare. On every occasion the young people have returned to the home of their own accord or have been followed and persuaded to return by members of staff. After their return, young people have met with police officers to examine why the incident has occurred and they have also been supported by meeting with members of staff to ensure that they feel settled and safe at the home.

Positive behaviour is celebrated and rewarded. Young people receive praise from members of staff and their peers if they are managing events and issues well. These positive strokes encourage confidence and self-belief in the young people.

The use of sanctions is rare. There have been two imposed since the last inspection. These were appropriate and checked for effectiveness by the registered manager. Most misbehaviour is addressed via a restorative and reparative approach. For example, a young person will help to repair any damage they have caused or bake a cake for the group if they have behaved in a way that has disrupted the others. This approach ensures that young people can address and put right their shortcomings rather than being punished for them. It also encourages accountability to their carers and peers and enables them to take responsibility and reflect upon their behaviour.

All members of staff are trained in the method of restraint used in the home. Records of restraint are of a good standard and are checked by both the registered manager and independent visitor. The records include comments and a debrief with the young person to see how they are feeling and to see if a repetition can be avoided. While these records show that members of staff have checked on each young person's welfare, there is no explicit record to confirm that they have been offered medical attention from a medical practitioner.

The home has a robust recruitment process which ensures that all the necessary checks, including a check by the Discloser and Barring Service (DBS) are carried out prior to a member of staff commencing work in the home. This means that only adults with safe background checks and histories are allowed to work in the home.

The home has good liaison with local safeguarding professionals. This means that

any issues can be passed on promptly and action plans put in place. All members of staff receive training in safeguarding and know what to do and who to inform in the event that they have concerns about a young person's well-being. All members of staff know what behaviours to look for if they have concerns about the possibility of a young person being sexually exploited. They also know what to look for in relation to keeping young person safe during internet use. However, not all members of staff have received training in this area to further underpin their knowledge about e-safety. This shortfall has had no impact on the safety of the young people.

The home is physically safe and well maintained. Fire checks and fire drills take place on a regular basis to ensure that fire safety has a high priority. Additionally, checks on electrical appliances and boilers are carried out to further ensure the safe environment.

Leadership and management

outstanding

An experienced and qualified registered manager has been in post for over two years. She provides consistent high quality leadership and maintains very high expectations of performance from the staff team at the home.

As a result of the reflective approach operated in the home, practice is continuously assessed with a view to improving outcomes for the young people. For example, care plans and strategies are reviewed and amended where necessary.

There is close and effective monitoring of the quality of care. Internal monitoring is underpinned by external quality assurance systems to ensure that outcomes and performance are maintained to a high standard. Regulation 33 visits are carried out by an independent professional person. The views of the young people are sought during the visits and are included in the reports. Shortfalls identified in the reports are addressed in action plans by the registered manager.

The registered manager has a development plan which outlines how the home can improve its performance. The development plan includes targets for training, recruitment, increasing activities for the young people and refurbishment. Improvements made since the last inspection include a major refurbishment of the fire equipment such as fire doors and alarm system.

The home is maintained to a high standard. Young people are involved in improvements to the décor, such as choosing the fittings for a refurbished bathroom. Any repairs to the property are carried out promptly and therefore maintain the high standard.

There are sufficient members of staff to make sure that the young people have ready access to support and advice. The staff members attend a varied training program and this ensures that they have the knowledge and skills to provide care of an

excellent standard.

Regular supervision takes place in the form of one to one sessions with managers as well as during group process meetings. The process meetings examine the impact of working with the young people, the feelings this evokes and how any presenting issues can be reflected upon in order to inform practice and self-awareness. This means that the staff team are sensitive to any issues for themselves as well as their colleagues and gives them insight into behaviours and it's causes. There is unanimous positive feedback from members of staff with regards to the team work and support they receive from their managers.

Records examined are of good quality and are the subject to audit and quality checks to ensure their accuracy. They provide a good history of each young person's time in the home and how they have progressed.

Any significant events are notified to the relevant agencies promptly. This means that the home is accountable to stakeholders and that specific issues, such as safeguarding matters, can be addressed by external professionals if need be.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

Information about this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.