

## Children's homes – Interim inspection

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| <b>Inspection date</b>             | <b>19/10/2016</b>                                              |
| <b>Unique reference number</b>     | <b>SC014848</b>                                                |
| <b>Type of inspection</b>          | <b>Interim</b>                                                 |
| <b>Provision subtype</b>           | <b>Children's home</b>                                         |
| <b>Registered provider</b>         | <b>Cornerways Children's Services Limited</b>                  |
| <b>Registered provider address</b> | <b>Ashcombe Court, Woolsack Way, Godalming, Surrey GU7 1LQ</b> |

|                               |                          |
|-------------------------------|--------------------------|
| <b>Responsible individual</b> | <b>Sara Milner</b>       |
| <b>Registered manager</b>     | <b>Kimberley Hammond</b> |
| <b>Inspector</b>              | <b>Suzy Lemmy</b>        |

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| <b>Inspection date</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>19/10/2016</b>              |
| <b>Previous inspection judgement</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Sustained effectiveness</b> |
| <b>Enforcement action since last inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>None</b>                    |
| <b>This inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                |
| <p><b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b></p> <p>This home was judged <b>good</b> at the last full inspection. At this interim inspection, Ofsted judges that it has <b>sustained effectiveness</b>.</p> <p>The registered manager has been in post since April 2016. She is currently undertaking her level 5 diploma in leadership and management and has the necessary experience for this role. The registered manager is supported by two effective deputy managers who, together, form a strong team. They are committed to continually improving the service for the young people.</p> <p>The young people are very settled and making good progress. A new system of measuring progress has been devised. Young people agree three goals and are awarded gold, silver or bronze, depending on whether these goals have been fully met. They receive financial rewards, dependent on their award. Young people's achievements are recognised even if they are not able to meet all of their goals. They respond well to this incentive. One young person has improved her attendance at school and wears the correct uniform. Another young person now takes more responsibility for keeping her room and the home tidier.</p> <p>Staff demonstrate good awareness of young people's needs and opinions. They seek young people's feedback and listen and respond to these to improve the home and the systems in place. Young people are encouraged to make changes. For example, they did not like the front cover of the children's guide so one young person designed a new cover, which has gone to print. They are also re-designing the organisation's feedback form to make it more child friendly. In addition, young people participate in group and individual meetings, including key-work sessions and regular house meetings. The registered manager ensures that actions are taken forward. One young person said, 'I like it here. You have a say, and things get sorted quickly.'</p> <p>Young people have good relationships with staff who enjoy spending time with them. They all identify someone that they can talk to but say that they get on well with all staff. Advocates are appointed when necessary. Staff promote activities in the home and in the community. Young people enjoy trips to Thorpe Park, swimming and horse-riding lessons. One young person expressed an interest in dressmaking. Staff helped her to enrol on sewing lessons, and she has bought equipment using her 'incentive' money.</p> <p>The home is being redecorated. Each young person has picked a room to redecorate. This gives them a sense of belonging and investment in the home.</p> |                                |

Young people are encouraged to personalise their rooms. They are able to choose wall colours when they want their rooms to be redecorated. One young person initially had a dark colour on her walls, but she has recently had it repainted in a brighter colour to reflect her change in mood.

Meticulous planning ensures that young people moving in are well matched with young people already living at the home. Impact risk assessments are effective. Young people reported that they were able to visit prior to their arrival and knew what to expect. However, not all relevant paperwork is available to staff, and this has not been followed up sufficiently with the local authority. Delegated authority documents are not in place for young people to be clear about who can make decisions regarding their daily lives. This is being addressed by the registered manager.

Arrangements for moving on are well planned, and work is undertaken in line with the home's stated procedures. Young people are able to work to their care plans. Staff promote life skills and guide the young people to become independent and able to care for themselves in the future. Staff support young people to apply for part-time jobs as part of this process.

Two of the young people are making excellent progress in the organisation's school. They achieved 100% attendance and are ambitious and focused on their education. Incentives are used to promote academic achievement. The registered manager is liaising closely with the local authority and a mainstream school to enrol another young person into school by the next school term. Staff value young people's educational and academic achievements.

Staff receive regular supervision to review their practice and to discuss how they are meeting young people's needs and developing the service. However, records do not clearly demonstrate a clear focus on safeguarding young people and the ways in which staff are minimising potential risks to them.

All requirements and recommendations set at the last inspection have been met. A review of consequences prompted changes to allow young people to learn from their behaviour and understand its effect on others. Monthly monitoring reports by an independent visitor lead to action, to address any shortfalls and advance improvement. Through this quality assurance process, the manager identifies areas for future development.

## Information about this children's home

This home is registered to provide care for up to six young females who experience emotional and behavioural difficulties. The home is part of a private company, which has an independent fostering agency, two residential homes and an independent school.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement      |
|-----------------|-----------------|---------------------------|
| 24/02/2016      | Interim         | Sustained effectiveness   |
| 23/07/2015      | Full            | Good                      |
| 03/03/2015      | Interim         | Declined in effectiveness |
| 06/11/2014      | Full            | Good                      |

## 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) meet(s) 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 within the given timescales.

| Requirement                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Due date   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <p>5: Engaging with the wider system to ensure children's needs are met</p> <p>In order to meet the engaging with the wider system standard, the registered person must, and must ensure that staff</p> <p>(a) seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans, specifically in relation to ensuring that all necessary paperwork is obtained from placing authorities following admissions.</p> | 01/12/2016 |

### Recommendations

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

- The registered person must ensure that supervision of staff safeguards children and minimises potential risk to them by having safeguarding as an agenda item during all supervisions. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1)

## **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 that 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 whom 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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