

Children's homes – Interim inspection

Inspection date	21/03/2017
Unique reference number	SC016697
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Chances CCFSS Limited
Registered provider address	3 Fairview Court, 119–127 Fairview Road, Cheltenham, Gloucestershire GL52 2EX

Responsible individual	Linda Wall
Registered manager	Linda Wall
Inspector	Nicola Lownds

Inspection date	21/03/2017
Previous inspection judgement	Outstanding
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged outstanding at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness. The home has a very friendly, warm and homely feel. The children look relaxed in their home and the team members welcome them home with hugs and a keen interest in their day. Children receive outstanding, consistent care. The team is stable and the registered manager carefully plans any introduction of new staff to the home. The children have a wealth of opportunities available to them. The team encourages them to try new things in their community. Attention to detail is employed when supporting children who may be anxious about trying anything new. Children and staff have planned a number of family fun activities together, such as local events, music concerts and holidays. The team gets to know the children exceptionally well. This assists them to develop care plans around their needs. Care plans are a continuous dialogue of the children's lives and needs; these grow and develop with them. The level of detail reflects the progress the children make from when they first moved into the home. The registered manager implements an effective child protection policy. The team members have a clear understanding of this policy and their role to safeguard the children from potential risks. The registered manager develops her team to have exceptional knowledge about risks such as abuse and exploitation, radicalisation and the risks associated with going missing. Furthermore, there is an emphasis on recognising children's past experiences and how these impact on their current and future needs. The team works therapeutically to support the children to help them to make sense of their situation. The registered manager delivers a therapeutic ethos and approach to care giving. She is suitably qualified to do this and the team embraces this approach. The quality of care is exceptionally high. In addition, specialist services from outside of the home are brought in to provide further support when required. The children benefit from their therapy dogs that are attuned to their needs and provide a calming effect when the children need their support.	

As the team members have built good relationships with the children, they are able to read their emotions and use effective strategies to help them to manage their own anxieties. When there is a change in any of the children's behaviour, the team members recognise this immediately and are able to identify potential causes. Restraint is rarely used; however, this has increased for one child. The registered manager has identified clear trends and patterns and is working effectively to support the child and reduce the need for restraint. The registered manager and her deputy monitor incident and restraint records. However, on some records the quality of this monitoring has slipped from the usual rigour they apply.

The manner in which the registered manager works collaboratively with other agencies is remarkable. The team is dedicated to ensuring that the children receive a high standard of education. All of the children are successfully engaged in education. The level of detail and commitment that the registered manager places on supporting teachers to provide education that meets the needs of the children is worthy of dissemination across other social care agencies.

The registered manager has a clear vision for the home that is supported in the home's development plan; the children's needs are at the forefront. Her practice is evidence informed, from research. She continues her own professional development and ensures the development of the team through participation in innovative projects that relate to the needs of the children.

Information about this children's home

The home is registered to provide care and accommodation for up to four young people with emotional and/or behavioural difficulties. The home provides bespoke care that incorporates therapy facilitated by the registered manager who has the suitable qualification and clinical supervision to do so. The home is owned by a small private company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/12/2016	Full	Outstanding
22/03/2016	Interim	Sustained effectiveness
12/01/2016	Full	Outstanding
26/03/2015	Interim	Sustained effectiveness

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

Recommendations

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

- Ensure that the monitoring of incidents and restraints is of a consistent quality, providing insight and lessons learned. ('Guide to the children's homes regulations including the quality standards', paragraph 10.24, page 55)

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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