

Inspection report for children's home

Unique reference number	SC018241
Inspector	Parveen Hussain
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Dove Adolescent Services Limited
Registered person address	170 Southgate Pontefract West Yorkshire WF8 1QJ
Responsible individual	Barbara Anne Whittaker
Registered manager	Leanne Smith
Date of last inspection	30/04/2014

Inspection date	27/01/2015
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Previous inspection	good
Enforcement action since last inspection	none

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

The last full inspection in April 2014 judged the home to be good overall. Five requirements were raised relating to records for physical interventions, notifications, monitoring and the Statement of Purpose. These have all been addressed and the home is judged to be improving in effectiveness.

Young people are cared for by a well-trained, experienced and committed team that prioritise the needs of young people. Staff have a good understanding of young people's individual and complex needs. Young people living at the home say they are happy and well cared for. They develop trusting relationships with staff and experience warm and nurturing care which positively contributes to their overall health and wellbeing. As a result young people say they feel safe and some do not want to leave.

Staff strongly advocate on behalf of young people and forge positive relationships with professionals. They implement robust strategies to effectively safeguard young people and adhere to policies and procedures.

Incidents of unauthorised absence from the home have continued. When this occurs, staff maintain good communication with young people and undertake welfare visits to encourage their safe return home. This gives young people a clear message that staff care about them and their safety and wellbeing is paramount. This is reflected in the number of visits staff undertake to check on young people.

Some young people are supported to return home. Staff work collaboratively with families, professionals and young people to facilitate this. For others, they address negative behaviours through stability, routines and appropriate boundaries. This leads to a reduction in absconding, aggressive behaviours and non-engagement with education and enables young people to flourish. As a result, young people achieve

their individual targets and goals and find greater stability.

The majority of young people engage in and attend their education provision. Staff genuinely care about the progress young people make; they celebrate and reward young people's achievements and success. Staff liaise closely with teachers to ensure barriers to participation and progress are removed. This promotes young people's ability to remain in school, increases self-confidence and leads to better outcomes for young people.

Care plans and risk assessments accurately reflect the individual needs of young people. Staff deliver care and enlist support and advice from health professionals including dieticians, psychiatrists and mental health specialists. They encourage young people to engage with services to support their challenging and complex needs. This leads to more effective and robust strategies being implemented and effective multi-agency working. At the same time a significant reduction in self-harming behaviours has been noted in young people.

Some new admissions to the home are being supported to move on to more age appropriate and therapeutic settings. Where possible, admissions are generally led by the assessed needs and the wishes and feelings of young people. Young people are often admitted in emergency situations with little previous interactions between them and staff. In these cases, young people are supported to very quickly settle in and make positive changes in their lives.

The home is effectively managed in the best interests of young people. The Registered Manager and staff maintain good quality of care that is conducive to helping young people achieve their full potential. The provider is committed to maintaining a well-trained workforce that is supported to keep their knowledge and practice up to date. Staff are in the process of completing equality and diversity training. This will help inform staff to better address young people's needs relating to their identity, culture and ethnicity regardless of their backgrounds. Good staffing levels ensure the availability of staff for young people. Effective and robust monitoring practices are in place which routinely scrutinise the development and progress of young people. Young people are consulted and their views are sought through a variety of means. This ensures they remain central to the running of the home.

Physical interventions and sanctions are used as a last resort. Staff utilise their de-escalation skills, techniques and good relationships with young people to settle altercations. Scrutiny of the restraint records highlighted that some records have been altered. While this has minimal impact on young people, it does mean they are not provided with an accurate account of their care.

Information about this children's home

This is a privately owned children's home. It is registered to provide accommodation for up to four children and young people with emotional and behavioural difficulties. When young people need additional support to move into more independent living they can stay at the home after they are 18.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/04/2014	Full	good
17/09/2013	Interim	good progress
15/05/2013	Full	good
31/01/2013	Interim	good progress

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):

- ensure where measures of restraint are utilised, these must be carefully recorded within a 24 hour period by the staff involved and full details provided in a record. all records must be in a format that cannot be tampered with after the event (NMS 3 and Volume 5, Statutory Guidance, paragraph 2.91)

What inspection judgements mean

At the interim inspections 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

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.