

Children's homes – Interim inspection

Inspection date	31/01/2017
Unique reference number	SC020545
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Castle Homes Care Ltd
Registered provider address	80 Hammersmith Road, London W14 8UD

Responsible individual	Shelley Whiting
Registered manager	Lucy James
Inspector	Andrew Hewston

Inspection date	31/01/2017
Previous inspection judgement	Good
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 good at the full inspection. At this interim inspection Ofsted judges that it has improved effectiveness. The outcomes of young people have improved since the last inspection. Young people have settled into the home, and there has been a decrease in challenging and risk-taking behaviours. Three young people have left since May of last year, two of whom have moved to independent living. The two young people who moved to independent living continue to stay in touch with the staff. One young person moved out due to concerns that they were putting themselves and others at risk. Those admitted since the last inspection have positive starts. One young person told the inspector that, 'It's just a great place. The staff know me and I feel better about myself.' All young people are involved with activities in the community, including swimming lessons, kickboxing, scouts and playing for a local football team. These opportunities support their self-esteem and promote a healthy lifestyle. All young people now attend school on a full-time basis. This is a significant move forward and supports their academic development. The recommendation made at the last inspection relating to education has now been met. One young person received an award from their local authority due to their improvements in attendance. Staff and the young person are proud of this achievement. The manager and staff have improved the décor of the home since the last inspection. This has resulted in the majority of the property being redecorated, including bathrooms. Young people are now proud of their bedrooms, highlighted by the fact that they helped to decorate their bedrooms and that they try to keep them tidy. Monitoring systems of the home are strong. The registered manager has a good awareness of the strengths and developmental needs of the staff team. She reports that there have been improvements in key-working sessions and young people's meetings. This has resulted in improved relationships between the staff and young	

people, and allowing for the development of individualised planning to take place. Menus have also improved. This has enabled young people to be healthier, especially in their decrease in eating snacks and crisps. One young person was proud to discuss their weight loss since the last inspection, achieved through diet and exercise.

A development plan is in place and the manager wants to continue to make improvements in the staffing structure, complete redecoration of the home and ensure that young people achieve academically.

Young people are kept safe and staff have a good awareness of how to respond to safeguarding concerns. When concerns have been raised, the manager has worked well with the local authority designated officer, social worker and police. Clear chronologies show that all professionals are kept informed of issues and also demonstrate that staff have taken the appropriate action to support young people's safety. Although the vast majority of information relating to complaints and child protection is shared with Ofsted, one incident was missed. This left the regulator unclear over the action taken by staff to safeguard one young person.

Challenging behaviour requiring restraint or sanctions have decreased since the last inspection. Staff have been able to use a range of different behaviour management techniques to respond to young people who become upset. Sanctions, when used, increasingly relate to the behaviours exhibited, improving young people's awareness of the effect their behaviour has on others. Young people going missing from the home has also decreased.

Staff work well with others to develop the service provided. Social workers' feedback to the home is consistently positive. One social worker, during the inspection, discussed their young person's improvements. The social worker said, 'She is safe and happy. I am very pleased with how things are going. It's one of the best placements I have ever experienced.' Another social worker stated in a feedback form that, 'Staff in this placement are absolutely amazing.'

Information about this children's home

The home is part of a large private organisation. It offers care for up to five young people primarily who have emotional and/or behavioural difficulties. It is set within a residential environment.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/05/2016	Full	Good
10/02/2016	Interim	Declined in effectiveness
29/09/2015	Full	Good
25/03/2015	Interim	Improved effectiveness

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 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 must comply with the given timescales.

Requirement	Due date
The registered person must notify HMCI and each other relevant person without delay if there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(C))	28/02/2017

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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