

Inspection report for children's home

Unique reference number	SC020576
Inspector	Jo Stephenson
Type of inspection	Full
Provision subtype	Children's home

Registered person	Castle Homes Care Limited
Registered person address	Castle Homes Care Ltd, The Manor House High Street, Rothwell KETTERING Northamptonshire NN14 6BQ
Responsible individual	Shelley Frances Whiting
Registered manager	Lee Anthony Vaughan
Date of last inspection	20/01/2014

Inspection date	29/10/2014
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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	outstanding
Leadership and management	outstanding

Overall effectiveness

Judgement outcome	outstanding
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Young people make excellent progress in their placement. This is because staff provide extremely personalised care that continually evolves to reflect the changing and complex needs of young people. Subsequently, the quality of care provided to young people is dynamic and impressive. As a result, young people consistently achieve positive outcomes. This ensures that young people make significant progress in their lives and have the positive life-chances they deserve.

Staff ensure that young people's views, thoughts and comments are encompassed in all aspects of their care. Young people enthusiastically participate in regular one-to-one and workshop sessions with staff; and say they find these sessions to be 'enjoyable', 'informative' and 'supportive'. This means that young people are actively involved in their own development. As a result, young people learn the social and emotional skills they need to move forward with their lives.

Young people describe their relationships with staff as 'brilliant', 'awesome' and 'great'. Staff work in partnership with young people to establish relationships that are based on trust, respect and clear boundaries. One young person said, 'Staff never judge us; they listen to us and help us'. Young people are able to sustain the positive relationships they make. This is because staff ensure that young people are equipped with the social interaction skills they need to recognise the impact their

actions have on others. Furthermore, young people are safe and say they feel safe in the home. Safeguarding is a priority in the home and a considerable strength of the service. Effective risk management is incorporated in all activities and routines in the home. This means that young people learn to take responsibility for their own behaviour and for keeping themselves and others safe.

The Registered Manager is determinedly focused on promoting positive outcomes for young people and evaluating the quality of care provided by the home. Monitoring systems in place are robust and effective, and incorporate the views and opinions of other professionals, young people and their families. The Registered Manager leads a motivated and knowledgeable staff team and centres the development of the home on maximising the progress young people make. Young people prosper in the home because their safety, welfare and individual needs are continually and consistently prioritised.

Full report

Information about this children's home

This privately operated home provides care and accommodation for up to five young people with emotional and/or behavioural difficulties. The home provides a specialist service to young people who present significant risks to others.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/01/2014	Interim	good progress
15/11/2013	Full	good
05/03/2013	Interim	good progress
05/12/2012	Full	outstanding

Inspection judgements

Outcomes for children and young people **outstanding**

Young people develop the emotional resilience they need as a result of living in this home. This is because the care and support they receive is tailored to meet their complex behaviours. Personalised care programmes recognise young people's vulnerabilities, harmful behaviours and personal circumstances. Young people undertake one-to-one sessions and workshops that reflect their individual risks, objectives and ambitions. Young people receive supportive and constructive feedback on their progress. This means that young people embrace the positive changes they make to their lives and gain confidence in their skills and abilities. One young person said, 'Being here has changed my life; I had no future and now I do'.

Education is central to the ethos of the home and young people make exceptional progress in this area of their development. All young people have suitable educational placements and their attendance in school and college is high. Young people speak with enthusiasm about their educational achievements and future career options. They praise the support they receive from staff to maintain their education placements. One young person said, 'Staff helped me to decide what I wanted to do and are helping me achieve this.' As a result, young people experience improved self-esteem and recognise the positive impact a strong educational foundation will have on their future.

Young people participate in bespoke therapy sessions with external health professionals. These sessions are firmly embedded in the daily routines in the home. This cognitive method of supporting young people to reflect on their behaviour ensures that their emotional and psychological health needs are met. Young people have the opportunity to consider how their emotional well-being influences their behaviour. They are encouraged to identify strategies to help them to manage their frustrations and reduce their harmful behaviours. As a result, young people make positive progress in this area of their development because they access the specialist services they need. Furthermore, young people take responsibility for their own physical health. Young people say they enjoy participating in workshops with staff regarding maintaining a healthy lifestyle. This helps young people to recognise the positive impact good health has on their development.

Regular contact between young people and their families is encouraged and promoted. Young people benefit from individual contact plans that detail the personal support they need to maintain and further develop their family relationships. For some young people this means that visits with their family are supervised by staff. In these circumstances, young people perceive the presence of staff to be advantageous, seeing this as 'supportive'. This helps young people to stay in touch with their families, further promoting their feelings of inclusion and positive attachment.

Young people effectively contribute to the development of the home. They regularly participate in young people's meetings to discuss the quality of care provided by the service. Furthermore, young people develop strong and positive links with the local community. This is because young people regularly access the facilities and amenities the community has to offer. One young person said, 'I like living around here because there is some good stuff to do'.

Personalised independence programmes afford young people the opportunity to learn the social and emotional skills they need for a positive transition to adult life. Young people's views regarding their progress, achievements and future plans are incorporated into the regular review of these programmes. As a result, young people gain a realistic understanding of the emotional and practical skills they need to live independently. Furthermore, independence programme are supported by 'leavers packs'. These tailored documents provide young people with practical information about their new home and local community. This comprehensive approach to preparing young people for independence means that young people make a successful transition to adulthood.

Quality of care

outstanding

Young people enjoy exceptionally strong and positive relationships with staff and each other. The strength of these relationships means that young people actively engage in one-to-one and group workshop sessions with staff. Staff deliver extremely personalised care to young people that reflects their individual needs, harmful behaviours and risks. Staff encourage young people to recognise the impact their background have on their development. Young people complete 'My Life and Me' books that enable them to reflect on the factors that influence their current behaviour. Staff use these sessions to deliver bespoke keywork sessions to young people. Young people consider these sessions to be 'helpful' and 'reassuring'. One young person said, 'I like the sessions with staff because they help me understand how I am where I am'. As a result, young people develop a sense of self-worth and confidence.

Staff devise comprehensive internal care plans for young people. These incorporate the aims and objectives of the placing authorities, as detailed within statutory plans. Furthermore, the views, comments and thoughts of young people are intrinsic to the regular review of internal plans. For example, young people are helped to express, in their own words, what they think of the plans. They are encouraged to suggest any improvements they believe can be made to these. Subsequently, young people are fully involved in care planning processes in the home. This is because the culture of the home promotes discussion and collaboration.

Young people's physical and emotional health is effectively promoted. Staff discuss with young people the importance of regular exercise and eating a healthy diet.

Young people work with an external therapist to support their progress and development. Personalised therapy programmes allow young people the opportunity to reflect on their backgrounds. Staff ensure that feedback from these sessions is incorporated into internal risk management plans for young people. Furthermore, staff work with allocated therapists to develop supportive strategies to encourage young people to take responsibility for their own behaviours, actions and inactions. Young people benefit greatly from a seamless and comprehensive approach to supporting them to maintain a healthy lifestyle.

Staff work with young people to address any barriers to education they face and young people make excellent progress in this area of their development. Young people say they enjoy school and college and feel they are 'doing really well'. When young people have left school, staff support them to find the right college placements to continue with their learning. Young people understand the importance of gaining a good educational background in order to achieve their career aims and ambitions.

Young people participate in a varied and extensive range of activities and leisure interests. Staff support young people to join local clubs and socialise in the community. This promotes their self-esteem and self-confidence and they develop appropriate interaction skills to help them to move forward with their lives in a positive way. This further supports young people's well-being and sense of inclusion.

Staff ensure that young people have a full understanding of how to raise any complaints or concerns.. The robust and transparent complaints procedure is regularly revisited during young people's meetings. One young person said, 'We can speak with staff or write our complaints down; we are listened to.' There have been no complaints made since the last inspection.

The home is appropriately located within a residential community. Staff ensure that the home is well maintained and decorated. Young people say they are involved in decisions regarding the decoration of the home and encouraged to personalise their bedrooms. The environment is welcoming and homely and provides young people with a suitable and comfortable home.

Keeping children and young people safe outstanding

Young people's safety and security is a priority in the home and young people say they feel safe. The Registered Manager has established effective partnership arrangements with local police, safeguarding boards and protection agencies. This means that risk assessments for young people are devised in collaboration with all relevant organisations. This means that young people benefit from a comprehensive and consistent approach to managing their harmful and risk taking behaviours. Missing from home episodes are extremely rare because staff work with young people and others to provide a multi-agency response to these events. Furthermore, young people participate in one-to-one therapy sessions to discuss their harmful and

risk taking behaviours. This consultation is embedded in the regular review of individual risk assessments. Subsequently, young people recognise the aspects of their behaviours that impact negatively on the safety and welfare of themselves and others.

Staff compile detailed and comprehensive behaviour plans for young people. These fluid documents identify strategies, interventions and de-escalation techniques. Individual behaviour plans are supported by 'responsibility plans'. These encourage young people to spend time in the local community, gaining greater independence as they move towards adulthood. In addition, young people devise their own 'safety plans' that help them to recognise their own vulnerabilities and risk taking behaviours. This collaborative approach to supporting young people to manage their own behaviours means that the use of physical restraint and sanctions are extremely rare. This is because young people reflect on their behaviour and take responsibility for their actions and inactions, respecting the impact these may have on others.

Staff have excellent knowledge and understanding of safeguarding and child protection issues. The Registered Manager ensures that safeguarding training is regularly refreshed and discussed in team meetings. Robust safeguarding procedures are supported by multi-agency protection policies and detail child protection referral protocols. Furthermore, young people do not identify bullying as an issue in the home and there have been no incidents since the last inspection. One young person said, 'Bullying doesn't happen here because the staff just wouldn't let it.' The safety and welfare of young people is vigorously promoted.

The Registered Manager adheres to robust organisational recruitment policies and procedures. All staff are appropriately vetted and monitored. Staff files are maintained to an exceptionally high standard. This means that young people work with suitably selected staff and this further promotes their safety.

Staff maintain health and safety records to a very high standard. Systematic monitoring is in operation to ensure that any shortfalls are swiftly highlighted and action taken. Young people and staff regularly participate in fire tests and drills and understand the fire procedures in place. Subsequently young people understand the actions expected of them in the event of a fire and are able to safely exit the home.

Leadership and management

outstanding

The home is run by an experienced and permanent manager who has been registered with Ofsted since October 2008. The Registered Manager holds suitable higher level qualifications in children's social care and management skills. Furthermore, the Registered Manager has a number of years' experience of working in and managing residential environments for young people. The staff team are motivated, enthusiastic and skilled. The Registered Manager ensures that staff practice and performance is continually reviewed and evaluated. Staff received

regular and effective supervision. These formal meetings consider learning styles and development needs and support staff to reflect on their practice. This means that young people work with staff team who are able to meet their needs and whose practice is continually monitored. As a result, young people receive outstanding care from competent staff.

Young people and placing authorities are clear about the aims and objectives of the home and the services provided for young people. This is because the Statement of Purpose is regularly reviewed and updated. The Registered Manager has forged extremely effective partnership links with external agencies and placing authorities. Social workers speak highly of the commitment of the Registered Manager and the staff team. One social worker said, 'This home provides an all-round excellent service for young people.' Other agencies and commissioning officers refer to the home as, 'An excellent resource that is very well managed' and 'a stable environment that lets young people grow and achieve.'

Staff encourage young people to attend their statutory review meetings and recommend any changes they want to be included in their care plans. Young people say they are involved in decisions about their current care, future needs and accommodation options. This means that young people receive inclusive care that is well-planned and mirrors the objectives of the placing authorities.

The home is adequately staffed to reflect the support needs of young people. For example, when young people require one-to-one support, the Registered Manager adjusts the rota to reflect this need. Staff are flexible in their shift patterns. This demonstrates their commitment to meeting the needs of young people. As a result, meeting young people's needs is central to the daily operation of the home. This promotes young people's welfare and well-being.

The Registered Manager deploys a varied range of effective systems to monitor the quality of care and outcomes for young people. These are supported by reports from independent professionals who visit the home each month. Internal monitoring systems used by the Registered Manager identify the strengths and weaknesses of the service. Any patterns and trends are highlighted, evaluated and addressed.. This demonstrates the home's capacity for continued improvement and development.

The Registered Manager ensures that young people mature in a home where boundaries and expectations are clear and staff practice is consistent and reflective. The service has an immensely positive impact on young people and improves their life chances through personalised care, consultation and effective partnership working.

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.