

Children's homes – interim inspection

Inspection date	14/03/2016
Unique reference number	SC020594
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Keys Education Limited
Registered person address	Hurstwood Court, Laganwood House, New Hall Hey Road, Rossendale, Lancashire BB4 6HR

Responsible individual	Emma Beech
Registered manager	Post vacant
Inspector	Michelle Spruce

Inspection date	14/3/2016
Previous inspection judgement	Requires improvement
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 requires improvement at the full inspection. At this interim inspection, Ofsted judge that it has sustained effectiveness. Since the home was inspected in August 2015, the manager has addressed the requirements and recommendations. The manager is in the process of registration with Ofsted. She has experience in care and is undertaking the QCF diploma in leadership and management. The manager has reviewed the offsite accommodation and updated the risk assessments. Staff are now clear on the action that they must take to ensure that young people are provided with suitable accommodation. This ensures that young people do not share sleeping quarters with staff. As a result, young people are safe and their privacy is protected. The home has undergone a great deal of improvement. Bathrooms and communal areas are now looking better. The decor and furnishings have made the home feel more welcoming. The hinge above the bathroom door, which was considered a ligature point, has been removed. Bathrooms have improved: the showers and toilet areas have been refurbished. The manager has completed a review of the site and now has a system in place to undertake regular checks. This now clearly identifies any maintenance requirements or health and safety issues. Since the inspection, the manager has implemented a system to ensure that young people are aware of why bedroom door alarms are used. This ensures that they understand and agree in writing to the measure. This keeps young people involved in their care and protects their privacy. The young people's register has been amended. It now holds all of the information required, including their address prior to placement. This ensures that records are factual and up to date. The medication policy has been updated. There is now a specific protocol for off-site medication arrangements. Regular audits by the manager and shift co-ordinator ensure that discrepancies are highlighted and rectified. This keeps young people requiring medication safe.	

The manager now requests assessment and planning documents from the placing authority as soon as the placement is agreed. Any delay in receiving documentation is escalated to the operations manager and director, who contact the placing authority and also escalate the issue. As a result, young people are provided with care in line with their plans.

Staff now receive regular supervision and benefit from an annual appraisal. This means that the staff's practice is evaluated, and that training and development opportunities are identified.

The manager adopts a multi-agency approach and works well with other external professionals. This has enabled better working relationships with services that help to ensure that young people get the right support. The manager has implemented new intelligence gathering forms that lead to better information sharing. This means that progress and shortfalls can be tracked more easily.

Young people have moved on in many different ways. Some have had well planned and successful moves, while others have not benefited from smooth transition moves due to poor planning. The manager has taken action to challenge the authority where placements have overshot the 12 week arrangement, and some placements have been extended. Although this has helped in some cases, for others it has hindered progress.

Staff do not use a consistent approach in the use of financial sanctions. For example, breaking property is treated in the same way as throwing an extension lead.

Young people know how to complain. The manager has received a number of complaints about a bunk house used for off-site accommodation. Young people said, 'It is cold, damp and the shower does not have hot water'. The manager confirms that she has responded to the complaint. However, there was no evidence to demonstrate this. This means that young people may continue to access unsuitable accommodation.

Information about this children's home

This children's home is operated by a large national, private company. It offers care and accommodation for eight young people with emotional and behavioural difficulties. It offers crisis placements for up to 12 weeks. A feature of the service is a three-tier programme of offsite adventure activities. When away overnight during these activities, young people sleep in tents, bunk houses, or bothies.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
5/8/2015	CH – Full	Requires improvement
15/7/2014	CH – Full	Good
13/5/2014	CH – Full	Inadequate
24/10/2013	CH – Interim	Satisfactory progress

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
6. The quality and purpose of care standard In order to meet the quality of care standard, the registered person must ensure that staff: (2)(c) ensure that the premises used for the purposes of the home are designed and furnished so as to: (i) meet the needs of each child.	31/05/2016

Recommendation:

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

- Ensure that staff understand the factors that affect children's motivation to behave in a socially acceptable way. Staff should encourage an enthusiasm for positive behaviour through the use of positive behaviour strategies, in line with the children's relevant plans. ('The Guide to The Quality Standards', page 39, paragraph 8.13)

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 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 who 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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