

Inspection report for children's home

Unique reference number	SC020594
Inspector	Jo Stephenson
Type of inspection	Full
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	Marc Murphy
Registered manager	Tanya Marie Chamberlain
Date of last inspection	13/05/2014

Inspection date	15/07/2014
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Previous inspection	inadequate
Enforcement action since last inspection	none

This inspection	
Overall effectiveness	good
Outcomes for children and young people	good
Quality of care	good
Keeping children and young people safe	good
Leadership and management	good

Overall effectiveness

Judgement outcome	good
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Young people make positive progress in the home because they receive bespoke care and support that reflects their individual needs. Staff work in effective partnership with placing authorities. This means that young people's vulnerabilities are acknowledged and suitable strategies put in place to address their risk taking behaviours. As a result, positive outcomes for young people are promoted because the service provides a good quality of care.

Consultation with young people is central to the ethos of the home. Young people engage in regular discussions with staff about their care plans and the development of the home. Suggestions made by young people are discussed in team meetings and actioned when possible. Subsequently, young people's views and opinions are considered in all aspect of their care and welfare. This supports young people's progress and development.

Young people are safe in the home and say they feel safe. This is because boundaries in the home are consistently applied. This means that young people have a clear understanding of the positive behaviours expected of them and the consequences of anti-social behaviours. As a result, young people are effectively supported to take responsibility for their actions and consider the potentially negative impact these may have on others. Young people have generally good

relationships with staff and speak positively of the care they receive. One young person said, 'I didn't want to come here and I'm glad I'm not here for long but I know that the staff care about me and want us all to do well.' This means young people recognise the encouragement they receive from staff and this further supports their welfare and well-being.

Since the last inspection in May 2014, the Registered Manager has revised monitoring systems in place in the home. Robust actions plans have ensured that the requirements and recommendation made at the last inspection have been sufficiently addressed. This means that the strengths and weaknesses of the service are effectively evaluated and assessed. As a result, young people live in a home that is continually improving and evolving. This is because previously identified shortfalls in the quality of care have been successfully addressed. This further promotes positive outcomes for young people.

Full report

Information about this children's home

The home provides care and accommodation for up to 10 young people with emotional and/or behavioural difficulties. The home undertakes assessments, for up to three months, of young people in extreme crisis. The home is managed and operated by a private provider.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/05/2014	Full	inadequate
24/10/2013	Interim	satisfactory progress
13/06/2013	Full	good
15/02/2013	Interim	satisfactory progress

Inspection judgements

Outcomes for children and young people **good**

Young people are supported to reflect on their backgrounds. They are encouraged to consider the impact their negative or challenging behaviours have on their progress and development. Young people develop the emotional resilience they need to move forward with their lives. This is because young people learn to build appropriate and trusting relationships with staff, and others. As a result young people are able to recognise when they require additional support, and engage with those who can provide this support. Subsequently, young people develop confidence in their skills and abilities and this supports their self-esteem and welfare.

Education is intrinsic to the daily routines in the home. Young people participate in bespoke three stage programmes of educational activities and classroom based learning. Subsequently, young people benefit from a combination of formal lessons and the development of practical skills. One young person said, 'I've done lots of good activities and have got AQA's in some of the things I've learnt.' As a result, young people re-engage with education and experience educational success. This means that young people gain much needed self-confidence and this further supports their welfare and well-being.

Young people access all primary health care services, such as dentist and opticians appointments, as and when required. In addition, young people benefit from partnership working between the home and specialist health services. For example, young people placed outside of their local area are able to access community mental health services without delay. This means that the psychological health of young people is prioritised. Subsequently, young people recognise the importance of maintaining good physical and mental health and the positive impact this has on their development.

Contact between young people and their families is effectively supported. Young people benefit from individual contact plans. These bespoke plans recognise the value of assisting young people to re-establish positive relationships with those who are important to them. One young person said, 'I didn't think I would get on with my family again, but things are starting to get better between us now.' This means that young people are not isolated from their families and are able to rebuild their relationships. This has a positive impact on young people's self-esteem and well-being.

Young people are encouraged to voice their views and opinions regarding the development of the home. Young people regularly discuss how they think the home can be improved; their suggestions are taken seriously and raised at staff meetings. As a result, young people make a positive contribution to the development of the service. This is because the young people's thoughts and feeling influence the day-to-

day running of the home.

Quality of care

good

Young people say they have generally positive relationships with staff. One young person said, 'the staff are good, they care and want to see us do well.' Staff devise personalised internal placement plans for young people. Internal plans are supported by regular one-to-one sessions with young people. These encourage young people to reflect on their behaviour and recognise the impact their actions have on their development. In addition, the views, opinions and wishes of young people are incorporated into these support plans. Staff continually discuss the aims and objectives of the placement with young people. This means that although some young people do not wish to be in the home, they understand the reasons for this short-term placement. As a result, young people are involved in decisions about their care and are able to acknowledge the positive progress they make.

Staff ensure that internal support plans reflect the objectives of young people's statutory care plans. This means that young people benefit from an integrated approach to meeting their needs. Behaviour management plans and risk assessments detail the triggers to young people's risk-taking behaviour. As a result, strategies in place to reduce these risks are effective. This is because they reflect known patterns and antecedents to young people's negative and anti-social behaviour. Subsequently, young people's welfare and safety is promoted.

Young people say they understand how to make a complaint. One young person said, 'we can talk to the manager or use the forms or tell our social workers. They make sure things are looked at.' As a result, young people are confident that any issues they raise are taken seriously and appropriately addressed. All complaints are recorded in detail and young people receive both written and verbal feedback. This promotes the safety and welfare of young people because the complaints procedure is robust and transparent.

Staff continually celebrate and encourage young people's educational achievements. The bespoke on-site learning facility means that all young people participate in suitable education. Young people have personalised education programmes that take account of their learning styles and skills. The fluid mix of academic and practical learning ensures that all young people, regardless of ability, experience educational success. This means that young people are able to recognise the positive impact education has on their development. Furthermore, young people acquire the social skills necessary to support their reintegration into more structured education provisions, when they leave the home. One young person said, 'when I leave I'll have some proper qualification, and probably go and get more so I can get a proper job.'

Structured activities are included in education timetables for young people. Young people participate in camping activities, rock climbing, mountain climbing and water activities. For example, some young people have recently completed a '3 peak' mountain climb for charity. Staff ensure that all activities are suitably risk assessed, resourced and supported by appropriately qualified individuals. As a result, young people are able to develop new skills, positively contribute to the lives of others and experience personal achievement. This means that young people benefit from improved self-confidence and self-esteem and this further promotes their well-being.

Young people enjoy good health and are encouraged to maintain a healthy life-style. Staff use one-to-one sessions with young people to discuss the negative impact some previous life-style choices may have on their development and emotional health. In addition, staff work in partnership with specialist nurse services to ensure that young people are able to access the health resources they need. Subsequently, young people are encouraged to take responsibility for their own health. This means that young people recognise the positive impact maintaining good health has on their progress and development.

The home is located in a very rural community and young people benefit from extensive grounds. The home is appropriately maintained; the layout and facilities of the home are conducive with the purpose and objectives of the service. Young people are encouraged to personalise their bedrooms and the communal areas of the home. Staff support young people to access public facilities and local villages and towns. This means that young people are not isolated from the community and this further promotes their development.

Keeping children and young people safe good

Young people are safe in the home and say they feel safe. Staff receive regular and effective training in safeguarding. Safeguarding policies and procedures are regularly updated and demonstrate clear reporting procedures for staff to adhere to. All allegations or suspicions of harm are effectively recorded, managed and referred to all necessary agencies. This promotes the safety of young people. Furthermore, young people do not identify bullying as an issue in the home, and there have been no reported incidents. Staff receive training to recognise the signs of bullying or intimidation. As a result, should this behaviour occur, staff have the skills needed to address these issues.

Since the last inspection, the Registered Manager has ensured that all temporary agency staff used in the home are subject to robust vetting checks. All individuals who work in the home have appropriate employment references and disclosure and barring service checks in place. These have been assessed by the Registered Manager. This means that young people only work with staff who have been deemed suitable and this promotes the safety of young people.

There has been a significant reduction in missing from home events since the last inspection. This is because staff ensure that all young people have up-to-date statutory plans in place that identify all their known risk taking behaviours. As a result, staff devise bespoke action plans that include individual strategies to address missing from home episodes. Staff work in effective partnership with local police and young people's families to reduce these occurrences. Furthermore, young people participate in detailed one-to-one sessions with staff following any absences. Sessions support young people to recognise the risk to their safety and well-being these incidents present. This means that young people benefit from a comprehensive and consistent approach to maintaining their safety and this further promotes their welfare.

Staff receive regular training in physical restraint and de-escalation techniques. The use of this measure of control is rare. This is because young people respond well to continual verbal praise from staff. Young people benefit from tailored behaviour plans that recognise their vulnerabilities and antecedents to their challenging behaviours. This is because staff are competent in identifying patterns that result in negative behaviours and de-escalate these situations before the need for restraint occurs. When restraint is used, staff ensure that records are completed in detail and include the comments of young people. This means that young people are able to reflect on their behaviour. Young people discuss the impact restraint has on them and staff encouraged young people to consider alternative means of managing their frustrations. In addition young people's comments are now included in records appertaining to any sanctions imposed on young people. As a result, the Registered Manager is able to effectively evaluate the appropriateness any measure of controlled used in the home. This promotes young people's welfare and safety.

Staff complete regular fire safety and health and safety checks. As a result, potential hazards that impact on the safety of young people are appropriately managed. The Registered Manager effectively monitors fire log books to ensure all checks are completed in line with internal policies and procedures. In addition, young people participate in fire drills and practice evacuation. This further promotes their safety because they understand how to safely exit the home in the event of a fire.

Leadership and management

good

The home is run by a suitably experienced manager who is registered with Ofsted. The Registered Manager holds sufficient level qualifications in children's residential social care and management. The home was last inspected in May 2014. Since this time all of the requirements made have been adequately addressed. For example, previous shortfalls in admission and discharge records have been rectified. This demonstrates the home's commitment to improving positive outcomes for young people and providing personalised care. For example, the Registered Manager has ensured that up-to-date statutory documentation is in place for all young people. As

a result, young people's needs are fully identified and assessed. Subsequently, young people receive good quality care that reflects their individual needs and this promotes their welfare and development.

Staff receiving regular and effective supervision that considers their developmental and training needs. Training programme are tailored to support the aims and objectives the home and reflect the needs of young people. For example, staff are able to undertake bespoke outdoor activity qualifications. This means that young people benefit from being able to participate in a varied range of activities. This is because staff are equipped with the diverse range of skills they require to support young people. As a result, young people learn new skills that have a positive impact in their self-esteem and confidence.

The Statement of Purpose is regularly reviewed and support by a young person's guide to the home. Young people and placing authorities confirm they understand the aims and objectives of the home. Staff provide placing authorities with weekly reports detailing the progress young people are making in all aspects of their development. These reports include the views and opinions of young people. This means that young people are able to reflect on the progress they make and are involved in decisions about their care. One social worker said, 'I cannot fault the manager or staff for their commitment. They really do make a difference to children's lives.'

The majority of complaints recorded since the last inspection have been effectively address and resolved. Complaints that remain outstanding have been referred to the appropriate authorities and young people receive regular updates on the status if these. Young people receive both written and verbal feedback on any issue they raise. They say they are confident that any issue they raise will be resolved by the Registered Manager. Subsequently, the views and opinions of young people are taken serious and acted upon. This has a positive impact on young people's well-being.

Since the last inspection, the Registered Manager has utilised the varied range of systems in place to monitor the quality of care provided for young people. Identified shortfalls have been immediately actioned to ensure that the welfare of young people is promoted. For example, a revised medication administration system has been introduced. This means that medication audits and checks are regular completed. As a result, any medication errors are quickly addressed and this ensure the safety of young people. Furthermore, significant improvements have been made to the procedures relating to the vetting of agency staff used in the home. All staff working in the home have up-to-date disclosure and barring service checks in place and adequate references from previous employers. In addition, the use of temporary agency staff has reduced since the last inspection. This means that young people work with a consistent staff team who suitable vetted and this further promotes their development and well-being. This is because young people are able to form suitable attachments and relationships with staff who are not transient in the home.

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.