

Children's homes - interim inspection

Inspection date	19/01/2016
Unique reference number	SC020602
Type of inspection	Interim
Provision subtype	Children's home
Registered person	New Horizons (Child Care) Limited
Registered person address	Hurstwood Court, New Hall Hey Road, Rawtenstall, Rawtenstall, Lancashire, BB4 6HR

Responsible individual	Christine Bird
Registered manager	Kerry Watkin
Inspector	Hannah Bates

Inspection date	19/01/2016
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 improved effectiveness. There have been significant improvements within the quality of care and management. The home has met the requirements from the last inspection. Management oversight of decision making and monitoring of the quality of care, has greatly improved. The process of admitting young people to the home has improved. Since the last inspection four young people have left the home and two new young people have been admitted. Those young people who have left had planned transitions out of the home. The registered manager has robustly challenged a placing authority when initial admissions documentation were missing. This resulted in a more suitable placement being swiftly identified. Young people make progress from their starting points. Staff now help young people to learn how to resolve conflict through mediation. The establishment of house rules and boundaries has developed. Young people now know and understand the house rules, such as treating each other with respect. There has been improvement in the relationships between young people with staff actively promoting joint activities. They encourage them to have hobbies, such as trampolining, football and swimming. As a result, young people say that they are now happy in the home and like living with their peers. Improvements in key working has made young people feel listened to. Staffs awareness of young people's individual behaviour management plans have improved. Staff support young people to better manage their feelings. This has reduced the number of incidents within the home. They encourage young people to be involved within care planning decisions, such as where they want to live in the future. However, young people are not yet actively involved in their behaviour management plans. Education is now a priority. Staff are involved and interested in what young people have learnt in school. A tutor said: 'Staff here have been so positive about learning. They engage him with learning and ask him what he has been doing'.	

Staff and the registered manager are proud of young people's achievements and display their certificates around the home. They work in partnership with education providers in order to promote their outcomes.

Safeguarding has significantly improved since the last inspection. Staff refer any safeguarding incidents to the relevant professionals. They know how to keep the young people safe due to the in depth individual risk management plans; and because they know the histories of the young people. Physical interventions are rare and there has been a significant reduction in missing and safeguarding incidents. A member of staff said: 'We are not constantly in a crisis situation anymore and so we are able to do some good work with the young people; they are a good match'.

Management oversight has significantly developed since the last inspection. The new registered manager is a strong advocate for the young people. She is involved within the daily running of the home and managerial oversight of incidents is much more robust. This means that any issues are identified and resolved swiftly. The registered manager uses mediation as a means of promoting young people and staff relationships. This has greatly improved the relationships between them.

There have been developments in the recruitment of staff, which means that there is now a full permanent staff team in place. Consequently, young people receive consistent care from a committed staff team. The registered manager has ensured that staff have received the training they need to meet young people's needs. Staff now feel equipped to be able to meet the needs of the young people. The registered manager has sourced specific training for the staff team so as to meet the young people's individual needs. For example, bereavement training. Staff say they feel well supported and that there have been significant changes to the decoration and running of the home: 'All of the redecoration means it feels like a home. It is a pleasure to come to work now. The registered manager is fantastic'.

Improvements in the monitoring of the home means that the registered manager is aware of the strengths and areas of development of the home. There is a comprehensive development plan in place. The registered manager effectively uses the recommendations made from the independent visitor reports to make improvements. She is committed to the improvement of the home in order for the young people in her care to be safe and to reach their full potential.

Information about this children's home

The home provides care for up to six children and young people with emotional and behavioural difficulties. The home is privately owned.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/07/2015	CH - Full	Requires improvement
04/03/2015	CH - Interim	sustained effectiveness

Recommendations

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

- Ensure that staff encourage children to see the home's records as 'living documents' supporting them to view and contribute to the record in a way that reflects their voice on a regular basis (The Guide to the Quality Standards, Page 58, Paragraph 11.19)

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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