

## Children's homes inspection - Full

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|----------------------------------|-------------------------------------------------------------------------------------|
| <b>Inspection date</b>           | <b>07/07/2015</b>                                                                   |
| <b>Unique reference number</b>   | <b>SC020606</b>                                                                     |
| <b>Type of inspection</b>        | <b>Full</b>                                                                         |
| <b>Provision subtype</b>         | <b>Children's home</b>                                                              |
| <b>Registered person</b>         | <b>New Horizons (Child Care) Limited</b>                                            |
| <b>Registered person address</b> | <b>Hurstwood Court, New Hall<br/>Hey Road, Rawtenstall,<br/>Rossendale, BB4 6HR</b> |

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|-------------------------------|------------------------|
| <b>Responsible individual</b> | <b>Nicola Simmonds</b> |
| <b>Registered manager</b>     | <b>Louise Tolley</b>   |
| <b>Inspector</b>              | <b>Hannah Bates</b>    |

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| <b>Inspection date</b>                                                                          | <b>07/07/2015</b> |
| <b>Previous inspection judgement</b>                                                            | <b>Adequate</b>   |
| <b>Enforcement action since last inspection</b>                                                 | <b>None</b>       |
| <b>This inspection</b>                                                                          |                   |
| <b>The overall experiences and progress of children and young people living in the home are</b> | <b>Good</b>       |
| The children's home provides effective services that meet the requirements for good.            |                   |
| <b>how well children and young people are helped and protected</b>                              | <b>Good</b>       |
| <b>the impact and effectiveness of leaders and managers</b>                                     | <b>Good</b>       |

## SC020606

### Summary of findings

#### **The children's home provision is good because:**

- Young people are safe. Staff understand young people's complex needs. They learn from incidents and adapt how they work with young people to reduce the likelihood of future incidents.
- Partnership working is a strength of the home. Staff are tenacious at establishing good working relationships with other professionals. They listen to advice of other agencies and work collaboratively with them to enhance the quality of care provided to young people.
- Staff are committed to building and sustaining positive relationships with young people. They invest in their relationships with young people, who say they feel listened to.
- Young people make progress from their starting points. They attend education and some have sat their GCSE's. Staff support young people to make plans for their futures.
- The home is led by a strong and committed Registered Manager. She is child focused and committed to providing young people with good quality care and opportunities to make sustainable changes in their lives.
- The Registered Manager is quick to action any necessary changes highlighted to her. She is dedicated to improving the provision and better outcomes for young people. The home meets all the regulatory requirements and Ofsted has raised no recommendations.

## Full report

### Information about this children's home

This privately owned home is registered to provide care for up to three young people with emotional behavioural difficulties

### Recent inspection history

| Inspection date | Inspection type | Inspection judgement   |
|-----------------|-----------------|------------------------|
| 09/02/2015      | CH - Interim    | Improved effectiveness |
| 08/10/2014      | CH - Full       | Adequate               |
| 25/03/2014      | CH - Interim    | Satisfactory Progress  |
| 28/11/2013      | CH - Full       | Good                   |

## Inspection Judgements

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|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>The overall experiences and progress of children and young people living in the home are</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>good</b>     |
| <p>Staff provide good quality care to children and young people. They take time to get to know them and invest in the relationships they build with them. Individual care plans give staff an awareness of children and young people's histories. Staff say: 'We all have a good understanding of the experiences of the young people and what they need to compensate for their lives so far'. They continuously assess their interventions and strategies and adapt them to meet the needs of children and young people.</p> <p>Young people develop positive self-esteem. They say they feel listened to because staff are tenacious at ensuring their views are heard. They advocate strongly on their behalf regarding issues such as family contact, transition planning, mental health, and education. A young person said: 'Staff look after us well and care for us'.</p> <p>Children and young people enjoy positive experiences within the home. They take part in activities such as cadets, swimming and cycling. Staff, children and young people spend time together doing arts and crafts, Lego or watching films. They experience a warm and non-judgemental atmosphere within the home. Regular key working sessions provide a time for reflection about incidents and how they can move forward. Staff say: 'The most important thing we do is show them consistency and that we won't abandon them. We are here for them and want them to better themselves. Some children come here with nothing and we build them up ready for when they leave'.</p> <p>Children and young people make good progress from their starting points. They attend education and some have recently sat their GCSE exams. Staff support those who do not attend school to become interested in learning again. Young people gain qualifications. This promotes their self-esteem and gives them skills for their future.</p> <p>Staff are tenacious at maintaining strong and effective relationships with partner agencies. They embed multiagency working into their daily provision of care and share information constructively, for example about mental health. This enables children and young people to receive a holistic package of care which in turn helps them to make progress.</p> |                 |

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| <b>How well children and young people are helped and protected</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>good</b>     |
| <p>Young people say they feel safe. Staff are good at recognising risks. They know the young people and so are able to respond quickly and effectively to incidents such as missing or self-injurious behaviour. A social worker said: 'The staff group here are competent, coordinated and responsive to her needs. If she throws something at them that they're not familiar with they will quickly respond. They adapt quickly and learn'.</p> <p>Staff are trained in the complex areas of young people's presenting behaviours such as self-injurious behaviour. This means that they are equipped and confident in safely managing the needs of young people.</p> <p>Effective risk management plans provide staff with informed ways of working; incorporating the expertise of other professionals from agencies such as child and adolescent mental health services. Staff recognise when young people are distressed; they focus on providing reassurance and de-escalation. Physical interventions are rare. Staff ensure young people talk after incidents and that they understand the reasons for staff actions. This helps young people to feel increasingly safe.</p> <p>Young people's risk taking behaviours decrease since moving in. For example, some young people no longer go missing and they learn safer ways of managing emotions. When young people do go missing, staff follow them. They are committed to young people's safety. In times of crisis, such as missing incidents or hospital admissions, staff stay with young people. This demonstrates their commitment to young people, which in turn promotes their sense of safety.</p> <p>A core staff team provides stability to young people. Permanent and agency staff are robustly vetted and consistent agency staff are used wherever possible.</p> |                 |

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| <b>The impact and effectiveness of leaders and managers</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>good</b>     |
| <p>There is a suitably qualified and experienced Registered Manager in post. She has managed the home for many years, is child focused and committed to improving the quality of care, experiences and outcomes of children and young people. Careful consideration is taken with regards to the matching of young people in placement. She says: 'Children and young people are well looked after here. I give them everything that I would give my own children'. The Registered Manager provides staff with a positive role model and her commitment filters down to the staff team, who demonstrate equal commitment to those in their care.</p> <p>Leaders and managers have a clear understanding of the progress of children and young people. The Registered Manager attends professionals meetings to review the needs of young people. She consistently and robustly challenges other professionals where appropriate, to ensure the effective delivery of care to young people. For example, she advocates for children and young people receiving statutory reviews and that the home has all the relevant paperwork relating to young people's histories. This means that children and young people's day-to-day care is informed by good quality documentation and meets their needs.</p> <p>The Registered Manager provides a reflective and learning environment for staff. Supervisions are regular and of good quality. New staff receive good quality induction with high levels of monitoring and supervision. Staff say they feel supported and valued. In turn, this promotes the commitment of staff to deliver good quality care to young people.</p> <p>There is a clear development plan in place. The Registered Manager knows the strengths and areas for development of the home. She takes action to address shortfalls. For example, there has been an improvement in training provided to staff. The Registered Manager is focused on providing staff with the necessary skills and training to ensure that they can effectively meet the needs of children and young people.</p> <p>The home is achieving its aims and objectives as set out in its statement of purpose. The quality of professional relationships between the home, relevant agencies and families is good. Management monitoring of the running of the home is effective and any identified issues are quickly and robustly rectified. This promotes the safety and wellbeing of young people in the home.</p> |                 |

## What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.



## **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 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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