

Children's homes - interim inspection

Inspection date	09/02/2016
Unique reference number	SC020608
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	Karla Dovey
Inspector	Hannah Bates

Inspection date	09/02/2016
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 last inspection there has been some progress with the behaviour management of young people. The registered manager has implemented a robust action plan addressing the previous shortfalls which were identified in the last inspection. Whilst most of these requirements and recommendations have been met, some actions remain outstanding. These relate to education, debriefs after physical interventions, return interviews after incidents of missing and ensuring that young people's case files contain up to date statutory information. On the whole, the registered manager and staff promote education. Some young people's attendance has improved since the last inspection. Young people are starting to think about their future educational placements and have attended college taster days. Young people attend extra revision lessons at school and there is a much more cohesive way of working between the staff and education providers. However, for those young people who continue to not attend school, there continues to be a lack of educational input. Recording of what education the young person engages in is poor. This means that there is a lack of effective oversight of their educational needs. Staff manage young people's aggressive behaviours much more effectively. There are consistent consequences in place and staff engage young people more in regular key working sessions. Young people say that they are getting on better with their peers. There continues to be occasional incidents of bullying behaviour between young people; this has resulted on one occasion in a young person going missing as he said he felt scared of his peer. There have been other incidents of young people being assaulted by their peers. Staff manage these incidents well and there is starting to be more of a focus on mediation. However, these interventions are inconsistently used and staff have not yet embedded them into every day practice. On the whole, young people's risk taking behaviours are reducing. Young people are going missing less than they were at the time of the last inspection. However,	

they are still not yet receiving return interviews. The registered manager has put measures in place to ensure this happens in the future with placing authorities.

Some young people continue to have high levels of physical interventions. There continues to be aggressive behaviour and self-harm. Staff follow young people's behaviour management and risk management plans effectively and they focus on de-escalation wherever possible. However, the registered provider does not ensure that young people receive the services that they need after incidents. For example, when young people say they have been hurt in a physical intervention they do not receive medical input. Young people do not access specialist services, such as Children and Adolescent Mental Health services (CAMHS), after incidents of self-harm.

Young people's individual behaviour management plans are personalised to their needs. However, behaviour management plans in relation to physical interventions do not always detail all of the physical intervention techniques which can be used for the individual young person. On occasion, when other forms of physical interventions have been used, such as floor holds, these have not been reviewed and are not detailed within the young person's behaviour management plans. Staff complete key working sessions with young people regarding improving behaviour and finding alternative coping strategies. However, they continue to not speak to young people about their experiences of the physical intervention itself. This means that there is a lack of robust oversight of the experiences of young people during times of distress.

The home environment is not conducive to promoting young people's well-being. The home is in a poor state of repair. For example, one young person has a broken bed and mould on their bedroom walls. Some young people have caused extensive damage to the home, such as holes in walls and missing window frames. As a result of this damage, one young person's curtains are taped up to the wall.

Management oversight is more rigorous in terms of enabling and supporting staff to be more consistent in their approach to behaviour management. Team meetings look at implementing new ways of working with young people. There continues to be a lack of important information regarding young people's care planning on their files, such as Looked After Review meeting minutes. Whilst these have been requested, they are not rigorously followed up.

Information about this children's home

The home is registered for up to three young people with emotional and behavioural difficulties. It has a satellite home situated away from the home although this is in the process of being registered separately. This is a privately owned home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/10/2015	CH - Full	Requires improvement
04/03/2015	CH - Interim	Sustained effectiveness
02/07/2014	CH - Full	Adequate

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/s 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(s) must comply with the given timescales.

Requirement	Due date
5: Engaging with the wider system Standard. In order to meet the engaging with the wider system to ensure children's needs are met standard, the registered person must ensure that staff - (b) seek to secure the input and services required to meet each child's needs; (c) if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans.	08/04/2016
6: The quality and purpose of care standard In order to meet the quality and purpose of care standard, the registered must ensure that staff - (2) (b) (vii) provide to children living in the home the physical necessities they need in order to live there comfortably; (c) (i) ensure that the premises used for the purposes of the home are designed and furnished so as to meet the needs of each child.	08/04/2016
8: The education standard In order to meet the education standard, the registered person must ensure that staff - 2 (a) (i) help each child to achieve the child's education and training targets, as recorded in the child's relevant plans.	08/04/2016

11: the positive relationships standard. In order to meet the positive relationships standard, the registered person must ensure that staff - (2) (a) (xiii) have the skills to recognise incidents or indications of bullying and how to deal with them.	08/04/2016
The registered person must prepare and implement a policy ("the behaviour management policy") which sets out the measures of control, discipline and restraint which may be used in relation to children in the home (Regulation 35 1(b)).	08/04/2016
The registered person must ensure that within 5 days of the use of the measure, the registered person or the authorised person adds to the record confirmation that they have spoken to the child about the measure (Regulation 35 1 (c)).	08/04/2016
The registered person must maintain records ("case records") for each child which (a) include the information and documents listed in Schedule 3 in relation to each child (Regulation 36(1)).	08/04/2016

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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