

SC020608

Registered provider: New Horizons Childcare Ltd

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered for up to three young people who may have emotional and/or behavioural difficulties. This home is privately owned.

Inspection date: 22 February 2018

Judgement at last inspection: good

Date of last inspection: 14 August 2017

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 good at the last full inspection.

At the interim inspection, Ofsted judges that it has improved effectiveness.

The registered manager has successfully worked towards meeting the two requirements and three recommendations made at the last inspection in August 2017.

There have been no new admissions to the home during this inspection period.

However, the registered manager has been proactive in ensuring that the home complies with fire regulations, both now and in the future, to promote young people's safety in the home. The registered manager has discussed with all staff during supervision and team meetings the importance of carrying out fire drills within 24 hours of young people moving into the home. This is in line with the provider's fire risk assessment.

Furthermore, young people engage in fire safety training, particularly if there is a risk of them smoking in the house, to educate them about the dangers of this.

Young people's case records are up to date and contain copies of the required local authority documents, such as care plans and looked-after review meeting minutes. The registered manager is proactive in requesting such documents and escalates her

requests to managers and independent reviewing officers if they are not received.

The home has undergone some modernisation, including two new bathrooms, and all the rooms (including young people's bedrooms) have been redecorated. A maintenance development plan is being created which will further enhance the home's appearance. A young person told the inspector, 'This is one of the nicest houses I have been in.'

Staff involve young people in their care planning and consult them regularly. Young people fill out a questionnaire that captures their views and is included in their care plans. Staff also involve young people in choosing what activities they would like to do and contributing to weekly meal plans.

There is a clear link between key-work sessions and the young people's care plans and risk assessments. Staff address historical behaviours. Staff educate young people on the risks of particular behaviours, such as drugs misuse, alcohol misuse and inappropriate behaviours. Staff revisit any topics with young people if past behaviours reoccur.

All young people are in education. Initially, one young person was not engaging in education. The home worked closely with the school and the head of the virtual school to create a bespoke educational timetable. This has enabled the young person to access education again, which will support him in the future with further education or job opportunities.

Overall, young people become settled living in this home. There has been a reduction in the amount of physical interventions that take place. When staff do restrain young people, it is proportionate to the risks and is used as a last resort to maintain the young person's or others' safety. Following any incident, debriefs with young people and staff take place. After one significant incident, the young person and staff member were successfully able to rebuild their relationship and continue working together. A social worker told the inspector, 'The way they handled this situation was really good.'

There has been a significant reduction in young people going missing from the home. While this does still happen on occasions, staff work with the young people to understand why they go missing and what they can do to prevent this from happening. Young people understand that they need to build trust and work towards their goals. A young person told the inspector, 'I don't run, I would lose my free time.' Another young person explained that he would like more free time and said, 'To get more free time I need to do as they ask and come back on time.'

Risk assessments contain details of presenting risks. Each risk assessment is individualised to each young person living in the home. These are updated regularly. As such, staff have clear guidance on how to manage risks that may occur.

The registered manager has good oversight of the home. Staff feel supported and have regular supervision and training when needed. Supervisions are undertaken monthly with a strong focus on the young people. All staff are suitably qualified or working towards their level 3 qualification. One member of staff has not completed his level 3 award within the required time frames, but continues to work towards this.

The registered manager takes complaints seriously and investigates them thoroughly, by considering staff practice, even if complaints are unfounded. She seeks to learn from

every situation to continually improve young people's experiences.

The registered manager and staff work in partnership with other external agencies to ensure that young people's needs remain met. A social worker told the inspector, 'Communication is really good, I can always get hold of the management team. We work in partnership in terms of [young person's] care planning.'

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/08/2017	Full	Good
26/01/2017	Interim	Improved effectiveness
04/05/2016	Full	Requires improvement
09/02/2016	Interim	Sustained effectiveness

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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 within the given timescales.

Requirement	Due date
The registered person must ensure that staff are suitably qualified. For the purposes of paragraph (3)(b), an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained the Level 3 Diploma for Residential Childcare (England) ('the Level 3 Diploma'). (Regulation 32(4)(a)) In particular, this relates to one member of staff who has not completed the qualification within the required time frames.	30/04/2018

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom 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.

Children's home details

Unique reference number: SC020608

Provision sub-type: Children's home

Registered provider: New Horizons Childcare Ltd

Registered provider address: Maybrook House, 2nd Floor, Queensway, Halesowen, Worcestershire B63 4AH

Responsible individual: Christine Bird

Registered manager: Karla Dovey

Inspector

Lisa O'Donovan, social care inspector

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