

Children's homes - interim inspection

Inspection date	03/02/2016
Unique reference number	SC023737
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Ethelbert Specialist Homes Limited
Registered person address	Ethelbert Specialist Homes, Cheesemans Farmhouse, Alland Grange Lane, Manston, RAMSGATE, CT12 5BZ

Responsible individual	Leslie Davenport
Registered manager	Rebecca Wheeler
Inspector	Suzy Lemmy

Inspection date	03/02/2016
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 Improved effectiveness. The Registered Manager has effectively addressed the requirements and recommendations made at the previous inspection and monitoring visit. Young people with complex behaviours are making good progress. Thorough care plans, risk assessments and 24-hour behaviour management plans inform staff, providing clear strategies and guidance to ensure a consistent approach to challenging behaviour. These documents are reviewed in response to any relevant changes. Staff record and evaluate positive handling incidents. They reflect on the meaning of young people's behaviour and potential triggers in order to inform practice. The Registered Manager analyses this information to ensure they are proportionate. Caring, protective staff ensure that young people follow firm but fair boundaries, which keep them safe from harm. Staff were observed to respond with patience and sensitivity to one young person who was in considerable distress. The young person became more relaxed and happy to engage with staff and peers as a result. Missing from home episodes have significantly reduced, however, on one occasion staff did not contact police in line with the young person's risk assessment. The Registered Manager will ensure that all staff carry mobile telephones with them in future to assist. Transitions for young people are well planned. Staff encouraged one young person to record her thoughts during the transition process. They were, therefore, were able to identify any concerns and address these promptly. Consequently the move was successful. The manager and staff work proactively with external professionals, including specialist health agencies, to ensure that young people have the psychological support they need. Expert assessments inform care plans adhered to by the committed staff team. The child and adolescent mental health service offers intensive support where necessary. The Registered Manager and staff work closely	

with this service to meet young people's emotional needs and keep them safe.

A clinical psychologist provides regular group consultations with staff to develop their knowledge and understanding of complex behaviours. Staff care for the young people with increased insight as a result. A Social Worker reported 'I am impressed with the empathic, supportive response my young person receives'.

Staff work positively and proactively with professionals and parents. One Social Worker said 'I receive all incident forms, regular updates, and summaries'. A parent reported 'I talk to the Registered Manager and staff a lot, they respond to my calls'.

Young people are treated with respect; their views, wishes and ideas are integral to the running of the home. Staff listen to and respond positively to young people's ideas, for example, a request to convert a room into an activity room was agreed and implemented. Team meeting discussions are shared with young people to ensure transparency and shared responsibility.

Young people like living in the home. They talk about the activities they enjoy, including youth clubs, horse riding, and football. They appreciate their time with staff; one young person designed a word search using positive words about the home. She wrote a letter thanking staff for making her feel appreciated. Another young person said 'I like it here; I get on with staff and do lots of activities'.

The Registered Manager is a strong leader, who acts as a good role model. A comprehensive induction and training programme ensures staff are equipped to care for young people. Staff report a high level of guidance and good quality, regular supervision. One staff member said 'the Registered Manager has good insight into the young people; I am in awe of her'. Staff care for the young people with confidence. A Social Worker reported 'staff have a really good understanding of the young person'.

The Registered Manager effectively monitors the service through internal and external processes. She is aware of the strengths and weaknesses, and is keen to develop the service.

Information about this children's home

The home is owned by a private organisation. It is registered to provide care and accommodation for a maximum of three young people, who have emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/06/2015	Full	Requires improvement
24/02/2015	Full	Outstanding
22/10/2014	Interim	Improved effectiveness
06/03/2014	Interim	Good progress

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

Recommendations

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

Evaluation of missing incidents should be undertaken to identify any gaps in training, skills or knowledge for staff. This evaluation should inform the review of the quality of care, specifically in ensuring that staff follow the missing from home procedure for each child. (Guide to the Quality Standards, page 46, paragraph 9.31)

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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