

Children's homes - interim inspection

Inspection date	22/11/2016
Unique reference number	SC023746
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Ethelbert Specialist Homes Limited
Registered provider address	Ethelbert Specialist Homes, Cheesemans Farmhouse, Alland Grange Lane, Manston, RAMSGATE, CT12 5BZ

Responsible individual	Leslie Davenport
Registered manager	Martin Jones
Inspector	Helen Lee

Inspection date	22/11/2016
Previous inspection judgement	Sustained effectiveness
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 this interim inspection Ofsted judge that it has sustained effectiveness. The registered manager has met all three of the previous requirements set at the last inspection. The self-harm policy is now sufficient and enables staff to clarify the risks and link with possible signs of suicide. The new policy more clearly demonstrates effective working-together practices with other agencies, such as health professionals. All staff have signed up to this policy and are developing knowledge of the changes. The location risk assessment now assesses the homes locality individually for each young person. All the home's risk assessments match up and flow to ensure the identification of clear strategies to make sure that the home can work with other agencies in the strategic prevention of risk. Risk assessments now include a clear chronology and evidence of review in the light of any new information or incidences. The registered manager has met one of the two previous recommendations set at the last inspection. Information about young people is now more consistently recorded in a way that will be helpful to them. Terminologies such as 'key-worked' have been dropped. Staff have appreciated training and time to reflect on how to record in a non-stigmatising way that it valuable to the young people now and in the future. All young people are involved in reading and having their comments added to the records. Due to the manager and staff sharing one computer, this is sometimes delayed. A laptop has been gained by the organisation for this purpose but it isn't yet available and this recommendation is remade at this visit. The manager carefully considers admissions to the home to ensure that the young people's needs can be fully met and that they are compatible with the existing group. Transition planning, both for new residents and young people leaving the home, is well managed to promote stability in the home and to ensure that young people experience positive placement moves. Since the last inspection one young person was enabled to move on to his planned supported lodgings nearer his family network. After a one month gap a new young person arrived in a well-planned manner following previous introductory visits. Due to this young person being younger than the other young people, the home need to assess the provision of a telephone or contact provision to enable him to make private calls. Staff have built effective and robust relationships with the young people. These are evident from the young people's perspectives, their investment in the home and	

their progress. The staff have a good understanding of the young people's needs. They can recognise when the young people are in distress and upset. Staff provide early interventions and as a consequence there have not been any restraints used by the home since the last inspection visit. Young people understand and respect the boundaries of the home. Young people confirm that they are aware of formal channels for complaint. However, they have not used them because they feel that they have daily opportunities to tell managers and staff about matters that are important to them. Young people have not gone missing from this home. Staff have completed pathway planning training, which has improved their recording of young people's progress and achievements. Folders include visual information, with photos, for young people to refer to and take pride in. The registered manager has made links for one young person with appropriate support agencies regarding drug use awareness. He has also sourced bespoke training for staff clearly linking with the home's location and associated known risks and possible exploitation factors to ensure that staff have the knowledge and skills to recognise that a young person is at risk of harm.

The registered manager comprehensively monitors the quality of the care that young people receive and is quick to identify where improvement is necessary. He is able to prioritise development of the home using internal audits as well as external factors such as previous inspections as well as independent visitor scrutiny. Staff recognise that he leads the team calmly and that his strength is in being approachable and role modelling practices when on shift. He has now completed the level 5 diploma in leadership and management to further enhance his own learning.

Information about this children's home

This children's home provides care for up to three children with emotional and behavioural needs. It is run by a private organisation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/03/2016	Interim	Sustained effectiveness
14/09/2015	Full	Good
17/03/2015	Interim	Improved effectiveness
06/01/2015	Full	Good

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):

- Children should be encouraged by staff to see the home's records as 'living documents', supporting them to view and contribute to the record in a way that reflects their voices on a regular basis ('Guide to the children's homes regulations including the quality standards', page 58, paragraph 11.19), in particular, by ensuring that the home has enough computers for staff use.
- Children's homes have a duty to provide access to a telephone that children can use privately (regulation 22(3)(a)). This can include the provision of a mobile phone where appropriate and safe for the child, as long as an alternative is in place for the child to make telephone calls in private if their personal mobile phone is lost, out of credit or broken. ('Guide to the children's homes regulations including the quality standards', page 58, paragraph 11.17)

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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Piccadilly Gate
Store Street
Manchester
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