

Children's homes inspection – Full

Inspection date	02/08/2016
Unique reference number	SC025395
Type of inspection	Full
Provision subtype	Children's home
Registered provider	Nugent Care
Registered provider address	99 Edge Lane, Edge Hill, Liverpool L7 2PE

Responsible individual	Anne-Marie Carney
Registered manager	Benedicte McKeown
Inspector	Pam Nuckley

Inspection date	02/08/2016
Previous inspection judgement	Improved effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
How well children and young people are helped and protected	Good
The impact and effectiveness of leaders and managers	Requires improvement

SC025395

Summary of findings

The children's home provision is good because:

- Children and young people make significant progress across all areas of their lives. This is because there are good routines, structures, boundaries and rewards in place. Past residents, children, young people, staff, parents and a range of professionals spoke about this home extremely positively.
- Children's and young people's education is highly valued at this home. As a result, they all have excellent attendance, are achieving in line with their peers and have ambitions for their futures. They proudly display their certificates, medals and trophies within the home.
- Excellent incentives, rewards and celebrating achievements have impacted on children's and young people's improving behaviour.
- The home is excellent in ensuring that children and young people have memories from their past and from their time in the home. These are combined into a life story book. This helps them to understand their journey. In addition to this, they have empathy towards people who are less fortunate than themselves.
- The home's records are not robust because they do not sufficiently detail all the necessary information required to clearly show how the home considers the children's and young people's needs. They lack detail in how this impacts on day-to-day care, what actions staff need to take and the progress that children and young people have made. However, this is a recording issue and has not impacted on the excellent outcomes for children and young people.
- Medication records are not robust. There is a lack of consistency in the recordings of administering controlled drugs. This does not fully safeguard children and young people.
- The home has recently undergone some damage by a new young person, who is struggling to settle in. Members of staff have not been proactive in clearing away broken items to ensure that children and young people are safe when playing outside. Further to this, staff have used a chemical to control ants without knowing whether it is poisonous to babies, children and young people.
- Notifications are not robust because they are not clear, especially when two incidents occur together.
- Staff do not set a good example to children and young people because they do not dispose of their waste appropriately.

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 within the given timescales.

Requirement	Due date
12: The protection of children standard In order to meet the protection of children standard the registered person must ensure— 12 (2) (d) that the premises used for the purposes are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. This is specifically in regards to the broken guttering, glass, lamp and broken toys within the garden area.	30/09/2016
12: The protection of children standard In order to meet the protection of children standard the registered person must ensure— 12 (2)(d) that the premises used for the purposes are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. This is specifically in regards to ensuring that ant powder does not contain a poisonous chemical that may harm children.	30/09/2016
23: Medicines The registered person must ensure that a record is kept of the administration of medicine to each child. This is specifically in relation to having robust records of any controlled drug given to a child. (Regulation 23 (2)(c))	30/09/2016
12: The protection of children standard In order to meet the protection of children standard the registered person must ensure— 12 (2)(a)(i) that staff assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. This is specifically in relation to having robust individual risk assessments on children who go missing from care.	30/09/2016

14: The care planning standard In order to meet the care planning standard the registered person must ensure— 14 (1)(a) that children receive effectively planned care in or through the children's home. This is specifically in relation to showing their progress within their records and any action that staff need to take to secure positive outcomes.	30/09/2016
14: The care planning standard In order to meet the care planning standard the registered person must ensure— 14 (1)(a) that children receive effectively planned care in or through the children's home. This is specifically in relation to ensuring that all records are monitored, reviewed and can be triangulated to the relevant information.	30/09/2016
14: The care planning standard In order to meet the care planning standard the registered person must ensure— 14 (2)(a) that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended. This is specifically in relation to having a robust impact risk assessment in place.	30/09/2016

Recommendations

To improve the quality and standards of care further, the service should take account of the following recommendations:

- Staff should be familiar with the home's policies on record keeping and understand the importance of careful, objective and clear recordings. This includes ensuring that records are up to date, signed and dated by the author of each entry. ('Guide to the children's homes regulations including the quality standards', page 62, paragraphs 14.3 and 14.4)
- Expectations of standards of behaviour should be high for all staff and children in the home. This is specifically in relation to staff leaving the smoking area clean. ('Guide to the children's homes regulations including the quality standards', page 39, paragraph 8.11)
- When submitting a notification, the record of the event must include a description of the action taken and the outcome of any resulting investigation. ('Guide to the children's homes regulations including the quality standards', page 63, paragraph 14.14)

Full report

Information about this children's home

A charitable organisation operates the home over two houses that are in close proximity to each other. Care is provided for up to 19 children and young people. One house specialises in caring for children and young people with emotional and behavioural difficulties and provides care and accommodation to young mothers and their babies. The other house cares for children and young people with learning disabilities and autism.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/02/2016	Interim	Improved effectiveness
20/10/2015	Full	Good
30/03/2015	Interim	Improved effectiveness
28/01/2015	Full	Outstanding

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
Children and young people are thriving because they have extremely positive relationships that they enjoy with staff. These are carefully cultivated over time and are successful because of the longevity of the placements and the consistent staff team. Children and young people say that they are safe here. They are confident to talk to any of the staff, but especially their key worker. They enjoy spending time with staff whether it is shopping, playing crazy golf or playing cards in the lounge. A child said, 'The best thing about being here is all the staff. They are the best because they are friendly and care about us.' He continued to say that he was safe but did not always get on with the others. However, staff help him to overcome this by helping him to stay calm. A social worker said, 'This home excels at providing a caring and nurturing environment. I cannot praise the staff enough for the support provided to my young person. As a result of this support, he is now moving back to his family. Something he has dreamed about.' Another professional said, 'The caring support that he gets has truly made a difference. He is a different boy from when he was first placed and is doing so well. We have great aspirations for him now.' Children and young people benefit from personalised care and support from a knowledgeable and dedicated staff team. However, most of the young people's plans contain basic information and lack detail on the support that they receive. For example, healthcare plans do not reflect all of the young people's medical or health needs such as a learning disability or why they are receiving support from child and adolescent mental health teams. Also, plans do not make clear the progress that they are making or the action that is needed to support them further. Similarly, this is not reflected within their risk assessment. These are recording issues and do not impact upon the support offered to children and young people. Young people are generally placed at the home according to their needs. This means that they are able to settle quickly. Compatibility risk assessments are completed for each young person but are brief. More in-depth impact risk assessments are not currently completed. This has recently affected the placement of one young person, whose needs have not been fully assessed. Subsequently, he has displayed more challenging behaviour such as going missing from care and climbing on to the roof of the home. This has placed himself and others in potentially dangerous situations. The home has taken proactive action to keep him safe such as ways to prevent him from gaining access to the roof. Children's and young people's health is very well supported. Young people new to the home are quickly registered with local doctors, dentists and opticians to ensure that their basic health needs are met. Staff work effectively with other	

professionals such as the looked after children nurse and mental health professionals. This ensures that children and young people get the best possible support when they need it most. Consequently, they are increasing in their emotional resilience and more able to consider the impact of things that have happened in the past and to work through this. For example, being able to write down their feelings and talk to staff about bereavements and the reasons for the separation from their families. A social worker said that as a result of living here, children and young people now have a good group of friends, are confident to go out in the community and are much more able to manage and control their feelings and anxieties. Consequently, they are happier and are looking forward to the next phase in their life.

The systems for the administration of medication are not yet robust. In particular, the recording of the receipt of controlled drugs into the home and the recording of their administration. Staff are using several systems to say when a young person has refused their medication and they are not effectively recording the type of medication and the amount of times when the medication is to be administered. This leads to conflicting information in the controlled drugs book. This is a recording issue as it is evident that young people are being offered and receive their medication. Also, the home is not always asking for written confirmation about when medication to be administered is changed. This can leave them open to challenge and was addressed during the inspection.

Children's and young people's education is given the highest priority. All children and young people are in education. One young person has a restricted timetable but there are plans in place to increase this as he improves. Due to the excellent routines and structures in place, alongside the staff's belief that education is extremely important for young people, all of the young people have excellent attendance at school. A number of young people have been rewarded for 100% attendance, with one young person receiving nine consecutive awards. He said, 'I like school and I am the school's ambassador for anti-bullying.' This is a marvellous achievement given their sporadic attendance prior to living here. Young people have high aspirations. They are making decisions about their future concerning college, university and their chosen career paths. Children's and young people's achievements at school are actively encouraged and celebrated. Their certificates adorn the walls of the home and they are proud to show visitors what they have done. Similarly, their achievements in sports are also celebrated and acknowledged, which effectively fosters their confidence and self-esteem.

Children and young people are at the very heart of the home. Their views and wishes are actively sought and acted upon. For example, one young person said, 'I was not happy with other young people making a noise and annoying me. Sister Ben listened and I have now moved into a different part of the home with my own lounge and bedroom. It is great and I can just go to chill out there when things get too loud or busy.' Children and young people enjoy an extensive range of self-chosen activities and experiences. They spoke excitedly about the upcoming trip to Blackpool and talked about who did and did not like the fair. Other children and young people, excitedly waved goodbye to a young person as he left to go on

holiday with family. Children and young people enjoy spending time with their friends and talked animatedly about their trip to play crazy golf and the various shots that each of them managed to pull off. They celebrated the winner and discussed how they should make a league table for over the summer holidays. They said that they can talk to staff about what they want to do and staff help them to do this.

One young person excitedly showed the inspectors a picture that they had created for their sister's birthday and their photographic albums. Other children joined in and happily talked to the inspectors about their experiences and what they like to do. These albums not only provide a talking point for young people but also clearly chart their time in the home, the experiences that they have enjoyed and the time spent with family, other children and staff. Other young people have developed a wide and varied taste in music and thoroughly enjoy attending concerts with staff and friends.

Young people are being well prepared for adulthood and for moving on. One young person is enthusiastic about going to college and moving into semi-independence. A social worker said that their young person had 'grown immensely'. He is confident about moving on and has been fully supported by staff to sort out his finances and in developing skills for life. Young mothers are confident about moving into their own home with their babies, having gained the skills that they need to look after themselves and their babies. For example, feeding and nutrition, budgeting, time management and household chores.

Contact with families and other people who are important to young people is managed very well. Staff go out of their way to support young people in maintaining contact, improving and building relationships up again. A social worker said that contact visits have been problematic for their young person. However, following staff's intervention he was able to not only visit family on Christmas day but to stay overnight. Something he has wanted for some time. Staff build effective, mutually respectful relationships with families, carers and other people in the child's or young person's life. This means that they are able to have those frank, honest and open discussions that are sometimes needed to bring about change for some children and young people. Consequently, young people enjoy spending time with their families, friends and carers and are able to reconnect or to maintain those relationships that are vitally important to them.

An outstanding area of practice at this home is the involvement that children and young people have in helping others. Several of them have raised money for Children in Need, Macmillan nurses and cancer research. They have completed five kilometre walks, an obstacle course and one young person is having her head shaved. One young person said, 'I would hate these things to happen to me or my family. That is why I want to help.' Therefore, children and young people recognise that some people are less fortunate than themselves, have empathy and are proud to be involved. This is to be commended.

	Judgement grade
How well children and young people are helped and protected	Good
All children and young people said that they were safe at this home. They said that staff openly discuss safety issues with them regularly. One young person talked about being helped to cook safely and understand appliances. Another young person said, 'I can now get myself to school and back because staff have discussed what to do in an emergency, being approached by strangers and telephoning them if I am late.' Other children and young people have been registered on swimming courses and are at different stages of learning to swim. These good practices keep them safe. Children and young people said that bullying was not a major issue within the home but as there are so many of them that arguments, disagreements and name calling does happen now and again. But they all said that staff challenge any incident quickly and do not tolerate any form of bullying. More importantly, they said that they could confidently raise any issue with staff and knew that quick action would be taken. Two young people are now anti-bullying ambassadors at their schools and often talk with other children and young people around this issue. Until recently, children and young people did not go missing from this home. This is because they are settled and have good routines and boundaries in place. This is further supported by excellent activities that encourage them to engage in the home. However, a new young person is struggling to engage in this process. He has been reported missing on several occasions. There is a clear reporting protocol in place but risk assessments are not individual to the child. For example, it does not say what their learning disability is and how this may affect how other professionals interact with them when found. This means that each young person's individual vulnerabilities are not assessed. In contrast to this, several professionals discussed the excellent reduction in episodes of going missing from the home for their young people and the good reporting and communication when this occurs. Return interviews are completed by the local authority or their agents. This ensures that children and young people have someone independent to talk to about why they went missing. Most children and young people have significantly reduced their negative behaviour because of the good systems in place at this home. Excellent rewards and incentive charts support this. For example, young people have received extra money, new mobiles, concert tickets and trips out in recognition of their improving behaviours. One young person said, 'I got five pounds for a good school report. I am really happy.' Another young person said, 'We get stuff all the time and I try my best.' Several professionals discussed their child's or young person's progress in their behaviours. One professional said, 'It is fantastic how he can now walk away from a situation, control his anger and talk about how he is feeling. This is all down to how the home have listened, approached him and put things in place.' The home's risk assessments are quite generic and do not identify children's individual vulnerabilities,	

action for staff to take if an incident was to occur and what strategies are in place to assist. This means that there is not clear information for staff to take to ensure consistency when dealing with a situation. Therefore, the home cannot demonstrate all of the excellent outcomes in the reduction of risks for young people. For example, one young person has not self-harmed for a significant period of time because of all the excellent support that he has received.

Some children and young people have been held for their or others' safety. Good recordings show why the intervention was needed and the action that staff have taken to support them. This means that children and young people are held safely. There are behaviour management plans in place that cover general behaviours and day-to-day care. However, they lack detail and do not show the progress that children and young people have made since being here.

Detailed and robust recordings are taken when a safeguarding incident arises. The manager ensures that all actions and responses are recorded so that a clear audit trail is in place. Staff demonstrated that they were clear about their roles and responsibilities in reporting any incident. They receive regular training in safeguarding, around child exploitation, e-safety and health and safety. This is regularly updated to ensure that they are kept up to date with changes in legislation, law and practice.

Generally, young people live in a warm, welcoming home, which is decorated and furnished to a good standard. Young people personalise their bedrooms and like having their certificates and art work displayed in the home. This gives them a sense of belonging. One young person has recently done a lot of damage to the home, specifically in regards to the outside of the building and garden area. On the day of inspection, there was broken glass, broken guttering, parts of bikes with metal sticking out and general rubbish around the grounds. Although this was cleaned up on the day of inspection, it does not ensure that children and young people are safe when playing outside. In addition to this, the home had put ant powder down in a corridor accessible by children and young people. It was also by several baby accessories such as prams, high chairs and rockers. Staff had not realised that the ants could walk through this powder and then on to the baby items. The maintenance person had bought the ant powder at a local shop and had not checked what chemicals were in it. Staff who put the ant powder down had also not checked its contents. This does not ensure that robust procedures are in place on using chemicals within the home and that children are fully safeguarded. This was cleaned up on the day of inspection. Further to this, the home has a designated smoking area in place for staff. There was a significant amount of cigarette butts on the floor and general waste such as empty sweet and sandwich packs. This does not set a good example to children and young people and impacts on the environment.

Children, young people, staff and visitors to the home regularly complete fire evacuations so that they know what to do in an emergency. This ensures that everybody is safe if an emergency was to occur.

	Judgement grade
The impact and effectiveness of leaders and managers	Requires improvement
The manager was registered with Ofsted in 2007 and she has managed the home for over 40 years. She has excellent experience of working with a wide range of children and young people because of this. She is suitably qualified and is supported by a deputy manager. Children, young people, staff, professionals and parents speak highly of her. A previous young person wrote, 'I was four years old when I came here. I remember being daunted by the building, going horse riding, my first day at primary school and going to high school. I was always happy, safe and well cared for. I remember having lots of fun.' She continues to say, 'I think I am a better person, calmer and sensible headed because of what staff taught me. I have been with my partner for eight years now and have a daughter but I often think of (name of the home) I would recommend this home to anybody.' One of the outstanding features of this home is the employment longevity of staff. This means that children and young people receive care from staff who know them well. All staff spoken with said that they loved coming to work, enjoyed helping the children and young people and took great satisfaction in helping them to achieve their goals or ambitions in life. The staff team is well qualified, trained and supported in their roles. They said that they receive regular supervision and that their development is appraised annually. Staff meetings are regular and the records show that children's and young people's individual care is discussed. There is some reference to discussions on current social issues, research and its implications for care practice, training events and staff's understanding of the policies and procedures of the home. This ensures that staff have the opportunity to discuss and reflect on topics that are relevant to their roles. However, better recordings could demonstrate this more clearly. There are 41 members of staff employed at this home, of which, 34 members of staff have a recognised qualification in caring for children and young people. Good practice ensures that all new staff are registered on the award at the point of taking up employment at the home. Before starting at the home, new staff are invited to visit and meet with everybody. Children and young people are asked for their feedback on the person and this is incorporated into their interview. If successful, staff complete a six-month induction and complete all mandatory training as part of this. Until they have completed this, they are not left alone with children and young people, have a nominated mentor and fortnightly supervision. This means that they are fully support in learning the routines, structure, policies and procedures of the home. Robust recruitment checks are in place. For example, although human resources complete the mandatory checks, the manager ensures that she has sight of them and signs to say that she is happy with the outcome. This ensures that children and young people are, as far as possible, safe from unsuitable adults. The home's statement of purpose represents the care and provision offered at the home. It is updated regularly. The home has a review of the home's location in	

place. This addresses all the known risks within the community. For example, the home is on a busy road. Therefore, staff ensure that children and young people know how to cross safely. The inspector discussed with the manager about including police statistics within the report and to show what this would mean in considering a placement or the impact on a new referral to the home.

In general, all of the home's records contain basic information. They do not show the progress that children and young people have made over time. They lack detail in how children's and young people's behaviour or learning disability affects them on a day-to-day basis. Some paperwork is unsigned by the author, is not dated and some information has been scribbled out or amended. This does not ensure that records are clear. However, to be proportionate two requirements and one recommendation have been given to address these shortfalls.

The home seeks to work collaboratively with placing authorities. All professionals commended the manager and staff team in how they were kept updated, that communication between them and the home was excellent and that all incidents were reported in a timely manner. However, some notifications received by Ofsted lacked detail. Therefore, it was unclear of what action staff had taken to reduce, locate or help children and young people.

The company has identified a new service to undertake Regulation 44 visits. The first visit was an introduction to the home and a basic report was completed on the quality of care. In the past, reports have been of an adequate standard and are received in a timely fashion by Ofsted. The manager reviews the quality of care in the home regularly. She had already identified that this report was not in depth enough to capture the necessary detail to improve the home's records. She is currently putting together a new format in consultation with the responsible individual and managers from other services.

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 that 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'.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *raising concerns and making complaints about Ofsted*, which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2016