

Children's homes - interim inspection

Inspection date	24/02/2016
Unique reference number	SC025395
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Nugent Care
Registered person address	99 Edge Lane, Edge Hill, Liverpool, L7 2PE

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

Inspection date	24/02/2016
Previous inspection judgement	Good
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 full inspection. At this interim inspection Ofsted judge that it has improved effectiveness. This home caters for a range of young people across two separate homes. This includes caring for young people with a learning disability, teenagers, children and young people requiring a mother and baby assessment. The staff team are split into four specific groups and have had all the relevant training in connection with the group they are caring for. Some staff have recently had training in safeguarding vulnerable adults because some young people transition into adult provisions. This means that they understand the legal requirements, can give support around finances, and assess the provision around meeting their physical and personal care. The excellent structures, routines, and boundaries in this home ensure that young people know what is expected of them. These good arrangements mean that all the young people have excellent attendance at school or at an alternative provision. They receive any additional support required, staff help with homework and they are working in line with their peers. One young person was chosen by the local council to pilot a new scheme called Reward and Recognition. He was chosen because of a successful bullying project completed in school, his attendance, and completion of homework. He has completed the bronze award and received a monetary reward. He has just started the silver award. This shows that other professionals also recognise the excellent outcomes for young people within education. Over the Christmas period young people have enjoyed numerous activities such as going to the theatre, to pop concerts and visiting Santa. One young person attained his yellow belt in taekwondo and another is looking forward to a pop concert for his birthday. When outdoor activities have been restricted by the weather, the staff have been inventive in bringing them indoors such as playing man hunt. Young people have sat down and agreed rules and boundaries and therefore this has been done safely. Young people say this is great fun. Another young person received a trophy for being 'man of the match' in a recent football game and other young people have hobbies that they attend on a weekly basis.	

This shows that young people are truly engaged in the local community, enjoy a wide range of activities, and have the same opportunities as their peers.

Young people have not been reported missing from this home. The caring and nurturing environment ensures that young people are busy, don't wish to miss out on things and that they know staff would be worried about them. This gives them a sense of belonging. However, if an incident was to occur all staff know and understand their roles and responsibilities in reporting, contacting, and searching for young people. Young people's risk assessments clearly show their individual vulnerabilities, and the agreed action for staff to follow. This ensures that young people are safe.

Young people behave very well at this home. There have been a few occasions where young people have been held for their safety or the safety of others. Staff have received training to ensure that holding young people is a last resort, that they can do this safely and that they have learnt good distraction and de-escalation techniques to avoid the necessity to use restraint. Young people are given the opportunity to reflect on the incident and discuss strategies with staff that may prevent further episodes. The home has developed a document that incorporates young people's behaviour management plans, risk assessments, and agreed physical interventions. Staff say that this has improved their understanding of each young person's individual needs and it makes everything clearer as they do not have to read several documents. This document now includes the agreed strategies and actions that staff should take. This ensures that staff are consistent in their approach when dealing with a situation.

All young people now have a local authority placement plan in place, which has been signed by the relevant parties. This means that everybody is aware of the plan, their roles, and responsibilities and the actions needed to execute the plan. Four young people have left this home since the last inspection. This has included young people going into specific adult provisions, going into foster care and returning home to parents or family members. There are now excellent transition plans in place. They identify each young person's individual needs in regards to their introduction, visits, and final moves. One young person who had a learning disability and was reaching the age of eighteen, returned to her grandmothers care. In preparation for this, her keyworker compiled a booklet for her grandmother that showed all the similar amenities available in their community that mirrored the activities she was doing in the home. This also included bus routes and time tables. This means that the young person can continue with things she enjoys and make new friends.

When young people have difficulties in certain areas of their lives the home quickly responds to ensure they receive additional support from a wide range of professionals. One young person was struggling with engaging socially with girls in his school. The manager called a professional meeting and suggested that some

therapy may help. The young person is now meeting a therapist on a regular basis and is slowly progressing in his interactions. Evidence of this, is that he is now sitting within the group to eat his meals where previously he had refused. Another young person was having difficulties in his relationship with his mother and no contact was taking place between them. The manager contacted a specific specialist to help in this area. The worker has done some mediation work with both parties and he is now going for tea and seeing his mother on a regular basis. This shows that young people receive individual support when they need it and this helps them maintain or build important relationships.

The manager is now challenging professionals when she considers that a placing authority or a relevant professional performance or response is inadequate. For example, some young people receive support from mental health services. The therapists were reluctant to share any information in regards to young people's consultations, as they are confidential. However, staff said that although they respected this, this then made it very difficult to care for a young person when they returned either upset, stressed or in crisis. The manager met with the head of the mental health service to discuss this issue. Key workers are now informed of the subject of the consultation and there has been a recent agreement that therapists will attend staff meetings. This means that staff can be prepared, to comfort and understand how young people are feeling on their return to the home. In addition to this, young people now have independent support from advocates. This has helped one young person to remain at the home and because of this; his plan has progressed from going into foster care to the possibility of returning home. The advocate continues to support him at his reviews. This means that an independent person can speak for them and raise any concerns, their wishes, views, and feelings that they may have. In conjunction with this, young people now have a designated room in which they can make or receive private telephone calls.

The homes Statement of Purpose has been updated. The manager has made several changes such as taking out a specific category that is not part of their registration conditions. This means that staff, professionals, and parents are clear, at the point of admission who the home can safely care for.

There has been no new staff since the homes last inspection. One of the outstanding areas of this home is the longevity of the staff team. One member of staff said, 'I came here several years ago and originally thought I would move on after gaining some experience but I loved it so much I have stayed.' This means that young people receive care from a staff team that knows them well and who enjoy looking after them. The company has looked at how volunteers are recruited. They all now receive the same stringent checks as an employed member of staff. The manager said, 'This has been a good development for the company and we have even gone back on existing volunteers to ensure that all safeguarding areas are checked. This ensures that young people receive care from suitable

adults and that they are safeguarded as much as possible.

The home has improved their filing system so that young people can access them and understand their background, history and the progress they have made whilst living here. A recent quality assurance assessor commended the home on this improvement. The manager now ensures that the author and or relevant parties sign all documents. This ensures that everyone understands the young people's plans and that they have read the most up to date information. A good development within the home is that the young people identified an overall representative to take their views, thoughts, wishes, and feelings back to the manager. This means that they have some one of their own age who they can discuss things with and that they are involved in the development of the home.

The manager robustly monitors the quality of care within the home and uses staff meetings, supervision of staff, consultation with a wide range of professionals, parents and young people to assess and improve the care within the home. As part of this process, she has recognised that the independent visitors report on the quality of care within the home does not help her improve the service. She said, 'I have had a meeting with them and the quality of consultation has improved but they only provide me with basic information on the homes records. Therefore, I am meeting with them again to resolve this.'

Young people live in a more homely environment because outstanding repairs have been completed, bathrooms have been up dated, and empty bedrooms have been redecorated ready for any admission.

Information about this children's home

This children's home is run by a charitable organisation. It can accommodate up to nineteen young people who have emotional, behavioural or learning difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/10/2015	CH - Full	Good
30/03/2015	CH - Interim	improved effectiveness
28/01/2015	CH - Full	Outstanding
28/03/2014	CH - Interim	Satisfactory Progress

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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