

Inspection report for children's home

Unique reference number	SC025395
Inspector	Nick Veysey
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	Liz Jackson
Registered manager	Benedicte McKeown
Date of last inspection	28/01/2015

Inspection date	30/03/2015
Previous inspection	outstanding
Enforcement action since last inspection	none

This inspection

This home was judged outstanding at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

Overall, children and young people are making continuous progress living in this exceptionally caring and supportive children's home. They receive an excellent quality of care that enables them to feel safe, emotionally secure, and build self-esteem and resilience. They enjoy trusting relationships with staff, feel that their staff care and are interested in their lives. A young person said, 'the staff have really helped me and being there for me through thick and thin.'

Children and young people are doing well at school and college. Their attendance is excellent. They enjoy school, work hard and are making progress. They enjoy doing well and are proud of their achievements. For example, a young person said that he had had a very good day at school and 'got four stars.' The staff have a good understanding of their educational needs and progress, are very good at helping them with their work. They play an important role in supporting them at school and college by attending parents' evenings and school events, including an assembly to celebrate young people's achievements. They work effectively with school and colleges to overcome any barriers to children and young people's learning. This includes providing support to enable young people to study for their exams in a calm environment and working together to identify a suitable school for another child. Some children and young people continue to struggle with their education, but are starting to make some progress; for example a young person enjoyed a taster day at a college.

Children and young people are building their confidence, talents and social skills by taking part in a wide range of activities at home and in the community. They have every opportunity to enjoy the same experiences as other children and young people. They go to youth clubs, cadets, Scouts, Brownies, play golf and football, go out on their bikes, swimming and trampolining, enjoy going out for meals and spending time with their friends. They love listening to music, playing computer

games, painting, growing plants, cooking and playing with their toys. Some young people enjoy playing music and are rehearsing hard to put on a charity concert.

Children and young people's care is effectively planned and put into practice. It is precisely tailored to comprehensively meet their individual needs. Staff actively work in a coordinated way with children and young people, their family, social workers, health professionals and schools. This ensures that young people continue to get the right help, guidance and advice. The manager and staff also carefully and sensitively plan children and young people's moves in to the home by taking every opportunity to make sure it is the right place for them to live. They gathered accurate information about the young person to enable them make the decision about the suitability of the placement and staff's expertise and competence to meet his needs. The young person's introduction to the home has gone well. He has settled in extremely well and making good progress in managing his feelings and frustrations. His behaviour is good and staff have helped him to have better bedtime routines to make sure he gets plenty of rest.

Young people are well-prepared for the opportunities and challenges of adult life. They are well-supported and have every opportunity to build confidence in their skills and abilities. They have strong practical skills, including cooking, shopping, running a home and managing their money. The staff contribute to the development of young people's pathway plans and liaise with social workers and independent reviewing officers about their progress and readiness to move on into their own accommodation. A young person, who is moving out, felt happy with the plans for her future and fully involved in the decisions about where she will be living and they support she will need.

Children and young people feel safe. They feel comfortable talking to staff about any concerns they may have and feel confident that they will be listened to and taken seriously. They know how to complain and raise issues. Their complaints are always looked into and usually resolved. For example, a young person's complaint about a problem with internet access was quickly sorted out. He said it was working much better now and he could play his games and use his school's website. The manager makes every effort to give them detailed feedback about the outcome of their any complaint and explains clearly the reasons for the final decision. However, one young person feels that she does not always get the support she would like and her social worker is not always sympathetic to her views. The young person would benefit from independent advice and support from adults, such as an independent visitor and advocate, who she can contact directly and in private about problems or concerns.

Children and young people very rarely go missing from the home. Only one young person has been missing since the last inspection. The staff worked effectively with the police, and social workers to find her quickly and return her home safely. She had the opportunity to talk in depth to an independent person about what had

happened and the reasons for running away. This provided useful information helped to understand the potential and actual risks involved and protect her from going missing again.

Overall, children and young people are not involved in behaviour that may be harmful to their welfare. They usually manage their anxieties and frustrations constructively. They feel able to accept the care, support and guidance available to them. The risks to their safety and welfare have significantly reduced during their time living in the home. However, they experience difficulties and struggle from time to time with their feelings. Staff manage these occasions extremely well and support them effectively to overcome the problems they are facing. They work hard to find out what is wrong and what the young person feels helps them when they are upset. Staff and young people work together to find out the best ways to help deal with their feelings; for example, one young person told staff that the things that help her are listening to music to relax, thinking positively about seeing her family at the weekend, talking to staff about how she is feeling. Another young person asked staff to help him by letting him go to his room to calm down, before they tried to talk to him about what is going on. A member of staff said it works because 'we understand their feelings and behaviour and give them a voice to say what is wrong and what helps them.' This approach is effective in helping young people to develop their own ways from managing strong emotions in a safe environment. The emphasis is on managing young people's behaviour calmly and safely. The manager and staff use reflective practice to understand children and young people's behaviour and to manage difficult situations more effectively.

The manager provides strong leadership and works hard to improve the quality of care and support. Every effort is made to ensure that children and young people receive the best possible care to support their complex needs, promote their well-being, and achieve better outcomes. This ethos is thoroughly embedded throughout the home. The effectiveness of this approach is very evident in the excellent progress children and young people are making, regardless of their circumstances and previous experiences. The manager and leaders use effective monitoring to understand the strengths of the service and identify areas for development. She makes good use of reflective practice, the views of children and young people external services and families to improve practice ensure children and young people's needs are appropriately met. The manager and leaders also develop their practice by learning lessons from serious incidents; for example since the last inspection staff have had training from a drugs service to develop their expertise and understanding about the risks of 'legal highs.'

Information about this children's home

The children's home is run by a charitable organisation. It cares for up to 25 children and young people. The home is divided into two houses close by one another. One house specialises in caring for children and young people with emotional and behavioural difficulties and also 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
28/01/2015	Full	outstanding
28/03/2014	Interim	satisfactory progress
09/01/2014	Full	outstanding
07/03/2013	Interim	good progress

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

Recommendations

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

- ensure that children have access to independent advice and support from adults, such as independent visitors and advocates, who they can contact directly and in private about problems or concerns. (NMS 1.5)

What inspection judgements mean

At the interim inspections 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

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.