

Children's homes - interim inspection

Inspection date	16/03/2016
Unique reference number	SC025420
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Quality Protects Children Ltd
Registered person address	Pacific Chambers 11-13 Victoria Street Liverpool L2 5QQ
Responsible individual	Mr Tony Nolan
Registered manager	Mr Tony Tagoe
Inspector	Maria McGranaghan

Inspection date	16/03/2016
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. Young people are happy and relaxed in the home. Relationships with staff are extremely well formed and this has helped young people grow in confidence and self-esteem. Consequently, although young people have a history of none engagement in education, all young people have suitable education and college placements and attendance in some instances has increased from 4% to 90%. Promoting young people's rights and advocacy is one of the homes many strengths. Bi-lingual staff enable young people from different ethnic backgrounds to communicate effectively. Likewise, the individual needs of young people from different faiths is exceptionally well managed. Diet, religion and religious practices are prioritised to support and promote individuality. Staff say, 'It's essential that minority groups are well represented and understood. This helps them to feel cared for and respected and this is a basic human right.' Young people have access to a range of interesting activities that include, boxing, football, go-carting, fishing and attending the gym. Additionally young people like to spend time with each other and staff playing board games. The home is in the process of developing a games area in the cellar. This has been decorated and is now ready for the newly purchased pool table and table tennis table. Young people feel involved in the running of the home and fully understand how to raise issues or complaints if they are unhappy. They also identify particular staff members who they like very much and feel able to share their worries with. Records of complaints are well recorded. However, once an outcome has been reached there are no records to indicate if the young person is satisfied with the actions taken. A recommendation is made to address this matter. Respectful, warm and mutual relationships were observed between staff and young people during the inspection. These relationships are at the pinnacle of young people's progress and development. Detailed impact risk assessments and impact assessments are completed at the	

point of referral. These assessments are live and regularly updated in line with young people's progress. Risks are reviewed by young people during direct care and keyworker sessions. This enables them to recognise their achievements and develop a better understanding of how they can manage their own risks effectively.

Young people are fully supported to remain in contact with their families. This ensures important relationships are maintained and young people's identity respected.

Young people do occasionally go missing from home. Assessments and protocols are in place to guide staff in securing the young people's safe return. Young people are responded to positively upon their return and welcomed home by the staff. Return from home interviews are now taking place. However, records are not always completed by the person conducting the return interview. Likewise, young people do not always record their view about their return home experience. A recommendation is made to address these matters.

On the whole, records held about young people are secure. However, there is a risk of individual records becoming mislaid or information changed. This is because incidents such as complaints and missing from home are collated as singular reports in a file. A recommendation is made to address this matter.

The manager and assistant manager work well together to review and improve the quality of care in the home. Each young person has an individual care package that is carefully developed in accordance with their changing needs. Care planning is clear, goals are attainable and progress evident.

At the last inspection in August 2015 one requirement and three recommendations were made. The manager has made good progress in addressing these matters. Recruitment procedures are improved. Appropriate measures are now taken to ensure all relevant checks are undertaken prior to any new employee working in a home. Return home interviews are now being undertaken by an independent person assigned by the placing authority and a computer with internet has been purchased. Furthermore, work is continuing in the development of a fully functional games room for young people.

Three recommendations are made to address shortfalls at this inspection.

Information about this children's home

The children's home is one of a number of homes operated by a private company. It is registered to provide care and accommodation for up to six young people with emotional and/or behavioural difficulties, drug or alcohol misuse.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/08/2015	Full	Good
12/03/2015	Interim	Sustained effectiveness
09/06/2014	Full	Good

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

Recommendations

ensure young people are actively encouraged to read their records and add further information if required (The Guide to the Quality Standards 14.6 page 62)

ensure records of independent return home interviews are suitably recorded. (The Guide to the Quality Standards 9.30 page 45)

ensure records are held securely while they are in the home with specific regard to records of complaint and young people becoming missing. (Guide to the Quality Standards 14.3 page 62)

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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