

Children's homes – Interim inspection

Inspection date	21/02/2017
Unique reference number	SC025420
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Quality Protects Children Ltd
Registered provider address	Hill House, Archway Road, Huyton, Liverpool L36 9XB

Responsible individual	Anthony Nolan
Registered manager	Anthony Tagoe
Inspector	Elaine Allison

Inspection date	21/02/2017
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 judges that it has improved effectiveness. The manager is an experienced leader and has successfully met the three requirements and one recommendation made at the previous inspection. As a result, transition plans for young people are now very good. Since the previous inspection, one young person has left. Staff worked hard to prepare the young person for leaving, with celebrations including a farewell dinner with staff and young people. The young person was fully included in all planning meetings. This ensured a very smooth transition and a positive experience for the young person. Furthermore, two young people have come to live at the home. Their transitions were well planned. Detailed risk assessments were undertaken, and due diligence was given to the impact on the young people already living in the home. A social worker commented, 'The manager was very thorough in his assessment on whether the home could meet the needs of my young person. The process took almost three weeks and I was impressed with the professionalism shown in the process.' The level of scrutiny of all referrals to the home by the registered manager has ensured that all young people continue to receive very good care which meets their individual needs. The registered manager now has in place a training matrix which gives a clear overview of staff members' training needs. This enables the manager to continually monitor that staff are equipped with the knowledge and skills to meet the individual needs of the young people. Supervision now takes place within the timescales set out in the provider's policies and procedures. A member of staff commented, 'Supervision is very good. It allows me to talk about my work with the young people.' However, the registered manager, who is supervised by a senior manager from within the company, had not had sight of the supervision minutes. This means that the manager had not had time to reflect on any areas of improvement within the supervision session. Staff working in the home are of a high calibre. They are young person centred, and are well trained in caring for young people who have complex needs. They are supported well to carry out their caring tasks through training, supervision and annual appraisals. This ensures that staff are consistent and provide a continuity of	

care to young people. A parent commented, 'The staff are really good. I can see the difference, my relationship with my son is improving, we speak much more.'

The episodes of going missing have greatly reduced, and behaviour is managed through positive relationships rather than the use of sanctions. Incentives are used to encourage young people. The number of significant incidents has also reduced, and young people said that they feel safe. There have been no restraints since the last inspection.

The manager has recognised that, for some young people, cannabis misuse is currently prevalent. He and his staff team have been proactive in addressing this in key-working sessions with all young people. Staff have also enlisted the services of a local drugs agency, which has carried out one-to-one and group sessions for young people on the risks involved in cannabis misuse.

All young people have an identified educational provision. From their starting points, young people make very good progress in terms of their academic abilities, willingness to attend and understanding of the role that education plays in their future lives.

Staff have created photograph journals for all young people; these show activities, day-to-day achievements and celebrations that young people have attended. The journals not only create a lasting memory for the young people but are also used very effectively to show the progress that young people have made. Young people are given the opportunity to experience fun activities that support the positive use of leisure time and that provide positive shared experiences with staff and other young people. Activities include Territorial Army cadets, boxing and football.

There is a strong, shared ethos in the team about the importance of gaining and considering the views and wishes of young people. Discussions with young people take place daily to inform staff of young people's emotional well-being. Weekly house meetings take place to allow young people to express their preferred choice of activity, menus, what has gone well and any personal requests. Young people chair their own meetings, and this further enhances their inclusion in important decisions.

There has been one complaint received since the last inspection. This involved a neighbour complaining about the young people entering her garden to retrieve their football. This complaint is in the process of being addressed by a senior manager of the company because it was received at the head office.

The home continues to be extremely well kept, bright and clean, with high-quality furnishings and fittings. It presents as a warm family home, which young people and parents describe as 'lovely', 'welcoming' and a 'good place to live'.

Information about this children's home

The home is registered to provide care and accommodation for up to six young people who may have emotional and/or behavioural difficulties. The home is privately owned and managed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/11/2016	Full	Good
16/03/2016	Interim	Improved effectiveness
11/08/2015	Full	Good
12/03/2015	Interim	Sustained effectiveness

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:

- Ensure that a note of the content and/or the outcomes of supervision sessions are kept to ensure that both the person giving the supervision and the staff member have a copy of the record. ('Guide to the children's home regulations including the quality standards', page 61, paragraph 13.4)

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 that 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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