

Children's homes - interim inspection

Inspection date	17/02/2016
Unique reference number	SC025657
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Creating Care Choices Limited
Registered person address	38 Castle Drive, Ilford, Essex, IG4 5AE

Responsible individual	Harjit Sanghera
Registered manager	Evelyn Daniel
Inspector	Angus Mackay

Inspection date	17/02/2016
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. The home have improved effectiveness since the last inspection. In particular, they have made significant progress with: measuring young people's progress; improving communication with young people; improving the environment; monitoring practice; stabilising the management of the home; and expanding the activities programme. The manager has revised the safeguarding policy to include expanded guidance on complaints about any staff. Staff have enjoyed further training in safeguarding and child protection, enhancing their understanding of indicators of sexual abuse. Young people say they feel safe in the home and a visiting social worker confirmed that she believes it to be a safe, well managed home. The young people live in a safe environment with a confident and stable staff team who understand their needs and how to keep them safe. The manager has training in the prevent agenda planned for this coming year but has not yet included guidance on this in the homes policies and procedures. Young people's safety is ensured by staff vigilance and recording of any potential changes in behaviour and attitudes. The manager and staff team have made gradual changes to the décor, use of rooms and furnishings in the home. The changes provide a bright, welcoming environment. Sensible, well planned use of space has improved the internal resources for young people, for example the soft play area and computer room. Young people have personalised their bedrooms making them comfortable, relaxing and often beautiful spaces. The manager is aware that some floor coverings are not fit for purpose, showing dirt and detracting from the otherwise homely feel. The manager has completed a workforce development plan, which he links to his development plan for the home. This evidences the progression of staff and includes the broad training and development programme for the coming year. However, the plan does not include the process for managing and improving poor practice. Supervision, appraisal and training enhances staff competency and skills	

in working with the young people. The manager has enhanced staff competency in communication with the young people. In addition to training in Makaton and picture exchange systems, he has formed good links with the schools the young people attend, accessing further training in Makaton.

The manager has established a positive working relationship with the responsible individual. This has resulted in a stable work force and well-resourced home. The manager is recruiting staff to support new ways of working within the setting. The enhanced staffing will allow the team to provide personalised care to younger children in one half of the building and, safely separated, to older young people in the other half. In addition, it will provide cover for emergency situations and ensure continuity of professional care to children and young people.

The manager makes effective use of the, good quality, independent person's reports. These are suitably in depth and challenging to aid the development of care practice in the home. The manager incorporates targets from these reports with his own to monitor care practice and the general running of the home. He uses this information positively, to improve the service. Where staff make errors or mistakes the home learns from them improving and enhancing the care provided. For example improvements to supervision of young people, risk assessment and medication safety following a recent incident.

The home works well with other professionals including schools, social workers and child and adolescent mental health services. A visiting social worker said, 'They are good at communicating with me, carers and family members. The young person is happy and safe here. Personal care is good and she is making progress.' The home is flexible in their approach and take on ideas from social workers, parents and psychologists to improve the care of young people.

All young people have care plans with clear targets. The manager has established a system for recording progress against these targets, which are, of necessity, often long term. The system is providing good evidence of young people's progress against local authority care plan targets. In particular, the home is tracking small but significant improvements in: social skills; family contacts; life skills; behaviour; educational attainment and attendance; reducing risks; and meeting cultural needs.

Information about this children's home

This privately owned home may provide care and accommodation for up to seven children with learning disabilities and/or physical disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/06/2015	Full	Good
27/08/2014	Full	Adequate
08/07/2014	Full	Inadequate
12/11/2013	Interim	Good Progress

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(s):

- Complete the workforce development plan, in particular ensure it contains the process for managing and improving poor performance. (The Guide to the Quality Standards, page 53, paragraph 10.8)
- Provide a homely domestic environment for young people, in particular ensure that floor coverings are clean. (The Guide to the Quality Standards, page 15, paragraph 3.9)
- Ensure that the policies and procedures around the protection of children reflect the requirements of other relevant legislation. In particular, ensure they contain reference to, and guidance on, the threats of radicalisation and the prevent agenda.(The Guide to the Quality Standards, page 44, paragraph 9.22)

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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