

Inspection report for children's home

Unique reference number	SC028505
Inspector	Liz Driver
Type of inspection	Full
Provision subtype	Children's home

Registered person	Bramley Care Limited
Registered person address	57 London Road Enfield Middlesex EN2 6SW

Responsible individual	Barbara Sharp
Registered manager	Mark Philip Riglar
Date of last inspection	17/03/2014

Inspection date	05/06/2014
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Previous inspection	good progress
Enforcement action since last inspection	There has been no enforcement action.

This inspection	
Overall effectiveness	good
Outcomes for children and young people	outstanding
Quality of care	good
Keeping children and young people safe	good
Leadership and management	good

Overall effectiveness

Judgement outcome	good
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Young people are thriving in this home and making excellent progress, particularly in relation to their emotional well-being and safety, restoring positive relationships with families and gaining independence. The effectiveness of therapeutic and other forms of intervention provides a strong basis for young people to progress to this home from the other two homes owned by the registered provider.

Young people are fully involved in the planning of their placements and are very knowledgeable about their care and treatment plans. Young people form excellent relationships with staff and say that staff always listen to their views. They have a significant say in the operation of the home. Young people benefit from effective and high quality support from staff. Young people say staff are dedicated and love their jobs.

Young people say they feel safe in the home and respect staff and one another. Staff encourage young people to take responsibility for their own care and support them in addressing all of their health needs in a way which engages them positively in decision-making

Staff and young people benefit from a strong management team. The management

provided by the Registered Manager and the extended management team is very good. Managers have good processes for monitoring the service and constantly review these to make changes if necessary.

Young people say they feel that, due to the staff's hard work and the effort they have put in, the home deserves to be judged as outstanding.

There are many outstanding aspects of this service. However, areas the service needs to focus on in order to improve include ensuring the building remains safe structurally, enhancing the storage of confidential information and considering the future use of the one very small bedroom.

Full report

Information about this children's home

The home is registered to accommodate four young males. The home is privately owned and is one of three children's homes run by the service provider.

The home provides a service to young men who may display emotional and behavioural difficulties. All young people have access to the organisation's specialist therapeutic service and education establishment.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/03/2014	Interim	good progress
12/11/2013	Full	good
07/02/2013	Interim	good progress
20/07/2012	Full	good

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

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
23 (2001)	ensure that all parts of the home to which children have access are so far as reasonably practicable free from hazards to their health or safety; specifically carry out appropriate checks to ensure the building remains structurally sound. (Regulation 23 (a))	31/07/2014

Recommendations

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

- ensure information about individual children is kept confidentially and only shared with those who have a legitimate need to know the information (NMS 22.3)
- ensure the home provides a comfortable and homely environment; in particular consider whether it is appropriate in future to use the one very small bedroom (NMS 10.3)

Inspection judgements

Outcomes for children and young people **outstanding**

Young people make exceptional progress in education. Staff support them to attend either school or college on a full-time basis which aids their academic success. Young people also benefit from work experience with the full support of the staff. This prepares young people for adult working life and the skills they will need. Teachers give young people the opportunity to sit a wide range of GCSE subjects as well as vocational training which they do with great success, given their starting points.

Young people have access to therapy alongside academic learning. Young people say this works extremely well in practice. The fact that staff from the home are also in the school on a daily basis provides continuity of care and support at all times of the day. As a result progress made by young people is excellent.

Young people build excellent relationships with staff based on openness, trust and respect. Young people feel that the staff are 'great' in knowing when to offer them support, particularly at times when they are feeling low. Appropriate action is taken to address young people's health needs. Staff refer young people to other health professionals as required and young people make excellent progress in all areas of their personal well-being.

Young people make exceptional progress with some very complex and often dangerous presenting problems. They achieve significant success in addressing their anger, misuse of drugs and solvents, low self-esteem, aggressive and sexualised behaviours and a range of other issues, including mental health problems. Young people learn coping mechanisms to help them manage their behaviour and they say this enables them to form new friendships and test out the protective skills they have learnt.

Young people make great steps in learning to become more independent. Parents say the staff have helped the young people develop into young men. Young people are encouraged to live within a budget and are very proud of how well they manage these budgets and their personal bank accounts. Young people learn how to take on more responsibility through key-worker sessions, group meetings and on-going therapy. Staff reinforce the positives and address any negatives.

Quality of care **good**

Young people enjoy very positive relationships with staff. As a result incidents of challenging behaviour are few. Young people describe their care as being outstanding because 'staff are dedicated and put in a lot of hard work and effort'. According to

young people, this makes them feel very safe. Feedback from parents confirmed the 'wonderful rapport' young people have with staff and that staff treat young people like 'young men'.

Young people are cared for in line with their individual placement plans which include all aspects of the specialist interventions they require. Access to therapy benefits young people in coming to terms with their past and helping them prepare for a more positive future. Equality is embedded in practice and young people's personal needs are carefully assessed prior to admission to the home.

Staff are proactive and consistent in supporting the educational achievement of young people. All young people are engaged in their personal education plans and pathway plans. Young people say they are fully involved in planning and that their views are always taken seriously. Consultation with young people is frequent. Young people take part in a broad range of discussion groups about the running of the home. Individual support is enhanced through a very effective and well-established key worker system.

Young people say that they enjoy living in the home and that everyone plays a part in keeping the house clean and homely. The two lounges provide space for young people to spend time alone or with others. Apart from one bedroom which is very small, the bedrooms provide ample private space. The daily tasks associated with the upkeep of the house are all linked to young people's plans for independence. These tasks are purposeful while at the same time providing the scope for young people to make constructive use of their time. Although the home is well maintained it is an old building; most rooms having beamed ceilings. The building has not been checked structurally since it was registered and therefore the current condition of the structure is not known.

Young people make good use of community-based facilities; access to those facilities are risk assessed and meticulously planned with the young people. The robustness of the planning for these activities helps ensure that young people are safe and feel safe in public areas.

Keeping children and young people safe good

Young people are clear that the daily structures and routines of the home keep them safe and make them feel safe. This feeling of 'safety' also helps young people focus positively on other support systems, including therapeutic support and working towards independence. Young people are happy with the level of privacy in the home; the use of monitoring systems such as door alarms gives young people the added reassurance of feeling safe. Procedural guidance is in place regarding the use of door alarms. Their use is known to the young people and their placing authorities and there are appropriate consents in place. Young people are not subject to any deprivation of their liberty.

All investigations into allegations or suspicion of harm are handled quickly and consistently in a way that provides protection for young people. Extremely close working with all child protection agencies ensures correct decisions are made and all agencies are informed in a timely manner.

Young people confirm that bullying is not tolerated in the home and young people feel protected and safe from any form of bullying behaviours. The kind of things that trigger unacceptable behaviours are discussed openly with young people in house meetings. This contributes towards a culture of openness which young people feel very strongly about. Incidents of young people going missing are extremely rare and when they do go missing prompt action is taken to ensure their safe return.

Behavioural management systems are very effective and young people know that they can rely on staff at any time to help them deal with challenging thoughts and feelings. The use of restraint is extremely rare and any form of physical intervention is only used as a last resort.

Risk management processes are robust and take into account the range of activities young people are involved in. Young people's personal risk assessments are detailed and are consistent with their care plans; they take into account risk and protective factors for each young person either when they are at home or out in the community.

Although not checked at this inspection, the Registered Manager confirmed that staff recruitment processes are thorough.

The general upkeep of the premises and the frequency of routine safety checks maximises young people's safety and security. There is though a need to carry out regular checks in order to ensure that the building remains structurally sound. The home is well maintained both inside and out. Fire safety precautions are routinely checked and all young people have taken part in practice fire evacuation drills so they know what to do in case of an emergency.

Leadership and management

good

The manager has been registered for 4 years and is suitably qualified to manage this children's service. Management and staff know their responsibilities and who they are accountable to. Young people are supported by a small but very dedicated, experienced and committed staff team. Parental feedback described the staff as 'wonderful'.

The ethos of this home is to support young people's independence and therefore lone working is part of the staff's shift patterns at night and in the mornings. A lone working policy is in place. Systems are in place to ensure effective handovers

between shifts and there is excellent communication between the staff, their colleagues in the school and the therapeutic team.

A detailed Statement of Purpose is in place and includes all of the criteria required by the relevant regulations. Young people speak very positively about the usefulness of the guide that has been written specifically for them.

There is quality assurance in the form of Regulation 33 visits which help to ensure that the home functions in line with its Statement of Purpose. Problems are put right quickly. There is a close working relationship with the placing authorities. This means that social workers and young people are clear about the home's objectives. Social workers confirm the service provides 'good care'.

Staff are well motivated and are committed to supporting young people to make progress in their lives. They say they receive good support from management. Staff receive regular supervision; together with team meetings and handovers, this promotes strong teamwork and a consistent approach to young people's care. As a result, young people are well cared for.

The arrangements for staff training are good and provide staff with the skills and information required to provide a very good quality service to young people. For example, new staff complete the Children's Workforce Development Council's induction standards and then go on to complete the diploma in children's social care. Additional training, such as child protection, physical intervention techniques and first aid, also help to promote the welfare and safety of young people.

Young people's right to privacy is well respected: most information is stored confidentially. However, there is some personal information about young people on display in a communal area. That does not properly constitute confidential storage. Records are of a good standard and clearly show the young person's journey during their time spent at the home.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

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.