

SC028868

Registered provider: Step-a-Side Company Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. It is registered for up to four children aged up to 18 who have experienced adverse childhood experiences that have led to associated trauma and presenting complex behaviours.

The manager registered with Ofsted in October 2013.

Inspection dates: 6 to 7 August 2019

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 23 April 2019

Overall judgement at last inspection: inadequate

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/04/2019	Full	Inadequate
04/06/2018	Full	Requires improvement to be good
04/07/2017	Full	Good
26/10/2016	Interim	Declined in effectiveness

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The health and well-being standard is that children receive advice, services and support in relation to their health and well-being. (Regulation 10 (1)(a)(b))	31/10/2019

Recommendations

- Staff should understand what they must do to prevent bullying of children by other children or adults. Staff should be able to recognise and address different types of abuse such as peer abuse, cyber-bullying and bullying in day to day relationships in the home. Registered persons must ensure that procedures for dealing with allegations of bullying are in place and staff have the skills required to intervene, protect and address bullying behaviours effectively. (See regulation 34(3) on the policy for the prevention of bullying.) ('Guide to the children's homes regulations including the quality standards', page 39, paragraph 8.16)

Inspection judgements

Overall experiences and progress of children and young people: good

Young people are cared for by a highly trained, qualified and dedicated staff team. Staff understand the individual needs of each young person and ensure that young people attend their review meetings. Staff work in partnership with social workers and youth support workers to ensure that young people meet their aims in line with their statutory care plans.

Internal care plans are user-friendly and are written to a very good standard. The plans are centred on the wishes and feelings of young people. They track effectively the progress young people make with their education, behaviour and emotional well-being. Young people are part of their care planning and read their files.

The registered manager challenges professionals about the care provided to young people. For example, she has met with a headteacher about cannabis use at school. She has ensured that there is a clear and safe plan in place for one young person visiting his family at the weekends. Consequently, young people feel cared for and have positive

experiences outside the home.

Staff complete good-quality, meaningful one-to-one discussions to help young people express their feelings and improve their behaviour. However, one young person has started to bully staff members with verbally abusive behaviour. While there is a plan in place to address this behaviour, staff need to ensure that the young person understands the impact of this behaviour on others and clearly record the work completed with him.

Staff ensure that young people enjoy holidays and a range of activities. For example, during this inspection, young people enjoyed trips to the National Sea Life Centre and Thorpe Park. Staff support young people to access hobbies such as fishing, trampolining and Sound Space. This means that young people develop their creativity and confidence, while also relaxing.

The home has been redecorated throughout; it is bright and welcoming. Since the last inspection, new carpet has been fitted to the lounge, stairs and landing areas. A new shower room has been fitted. Senior leaders have worked hard to make significant improvements to the home. Young people are happy with the changes and feel proud of their home.

How well children and young people are helped and protected: good

Managers ensure that young people are safe living at this home. Staff are provided with regular opportunities to discuss safeguarding incidents through team meetings and supervision. The registered manager has recently attended advanced safeguarding training for managers. Consequently, staff have a very good understanding of safeguarding procedures.

There have been no incidents of going missing from home. Since the last inspection, one allegation has been made against the manager by a young person. This has been responded to within timescales by the responsible individual, who has taken effective action.

There have been no complaints since the last inspection. There has been one incident of low-level physical restraint. Staff have ensured that this has been recorded to a good standard and staff and young people have been spoken to about the incident.

The effectiveness of leaders and managers: good

The manager has worked in partnership with the staff team to improve standards within the home. She has received intense support and mentoring from the responsible individual, who has overseen and implemented the improvements.

The manager has introduced increased monitoring systems to analyse and review practice within the home to ensure robust decision-making. Managers have a very well written workforce development plan to further improve the quality of care provided to young people and to track staff development.

The manager has provided effective support and guidance to staff to improve the quality of care within the home. Staff shared during this inspection that the quality and frequency of supervision have improved. Supervision is recorded to a good standard with clear actions for follow-up to ensure that a high quality of care is maintained.

Staff benefit from regular team meetings that are focused on the needs of young people and areas of improvement within the home. For example, incidents including a change in young people's sleeping patterns and some damage to property have been responded to quickly by the responsible individual and manager. This ensures that issues do not escalate, and staff respond appropriately.

The manager works in partnership with social workers, family members, teachers and youth workers. She works hard to promote young people's time spent with family. Professionals speak positively about the effective communication and quality of care provided by the manager and staff team. The manager is experienced and has given effective challenge to professionals since the last inspection.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC028868

Provision sub-type: Children's home

Registered provider: Step-a-Side Company Limited

Registered provider address: Step-A-Side, 29 Market Place, Coleford, Gloucestershire GL16 8AA

Responsible individual: Rachel Carwardine

Registered manager: Lynne Brooks

Inspector

Anna Gravelle, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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