

Children's homes inspection - Full

Inspection date	02/11/2015
Unique reference number	SC032069
Type of inspection	Full
Provision subtype	Children's home
Registered person	Praxis Care
Registered person address	25 Lisburn Road, Belfast, BT9 7AA

Responsible individual	Irene Sloan
Registered manager	Ruth Harrison
Inspector	Catherine Honey

Inspection date	02/11/2015
Previous inspection judgement	Sustained Effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Good

SC032069

Summary of findings

The children's home provision is good because:

- Children and young people receive highly personalised individual care from a skilled staff team. As a result, they benefit from new experiences and make good progress during their short breaks.
- Children and young people enjoy a range of fun and exciting activities during their short breaks and have opportunities to take part in activities that they may not be able to access otherwise. They are listened to, encouraged to take part in decision-making and benefit from good levels of consultation.
- A skilled, well-trained and committed staff team provide high quality support to vulnerable children and young people with complex communication difficulties, and autistic spectrum disorders.
- Transitions for children and young people new to the home, or young people who are moving on to new placements or adult life, are sensitively managed. This reduces anxieties and ensures that children and young people experience minimal disruption to their routines.
- Children and young people's complex health needs are well met by a competent and well trained staff team. Bespoke training, facilitated and endorsed by health professionals, enables the staff team to meet children's complex health needs to a high standard.
- The management team have a passion to raise standards and provide a service that is personal and individual to each child. They understand the strengths and weaknesses of the home and have clear development plans for continual improvements to the service.
- Some children and young people have specialist sleeping arrangements to ensure their safety at night-time. Although this restrictive practice is reviewed regularly, there has been lack of rigorous challenge to ensure the arrangements used are in children and young people's best interests.
- A carpet in a bedroom was identified as being heavily stained. This detracts from the otherwise homely environment.

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

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 (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*. The registered person(s) must comply with the given timescales.

Requirement	Due date
13. The leadership and management standard (1) The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— (a) helps children aspire to fulfil their potential; and (b) promotes their welfare. (2) In particular, the standard in paragraph (1) requires the registered person to— (f) understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home. This specifically relates to use of restrictive sleeping arrangements.	31/12/2015
6. The quality and purpose of care standard (1) The quality and purpose of care standard is that children receive care from staff who— (2) (c) ensure that the premises used for the purposes of the home are designed and furnished so as to— (i) meet the needs of each child. This specifically relates to bedroom carpeting.	31/12/2015

Full report

Information about this children's home

The provider organisation is a registered charity. This home provides short breaks for children and young people with learning and physical difficulties, and often complex health care needs, accommodating a maximum of eight at any one time. The home is split in to two separate sides, which can accommodate four children at any one time.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/02/2015	Interim	Sustained Effectiveness
09/07/2014	Full	Good
27/01/2014	Interim	Satisfactory Progress
09/05/2013	Full	Adequate

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	good
Children and young people make positive individual progress during their short breaks, despite the short amount of time they spend at the home. Young people are able to practise their social skills and have other experiences that they may not otherwise be able to access. Activities are wide-ranging and have included trips to the seaside and swimming. A professional stated, 'they have taken children and young people with complex needs camping. That is remarkable.' As a result of the individualised care they receive, children and young people grow in confidence and enjoy their stays at the home. Children and young people benefit from highly individualised care. Care plans are detailed, thorough and reviewed regularly. Staff make time to ensure they are familiar with care plans and implement them effectively. There is close working with home, school and other agencies involved in children and young people's lives. When asked what is good about the home, a professional stated: 'Partnership working with parents and other professionals. Providing range of experiences and opportunities for children that they wouldn't otherwise have.' A parent stated, 'they work with the school and with us to look at my child's targets. It's little things like my child now doesn't have a plate guard at mealtimes. It's an expectation from school/home and short breaks. This makes it consistent.' This attention to detail ensures young people are encouraged to reach their potential, make progress and receive consistent and dignified care. Support for children's and young people's health needs during their stays is safe and effective. A good level of training promotes a clear understanding of safe administration of medication. Errors in the administration of medication are rare and do not impact on the welfare of children and young people. Staff benefit from regular refresher training. Nutritious home cooked food, which meets individual dietary needs, is plentiful. Children and young people are helped to understand the social rules and boundaries of mealtimes, and these are gently applied by staff. As a result, children and young people, some of whom are totally dependent on adults for their care, remain healthy and well. There is a stable, enthusiastic and confident staff team. Staff enjoy their work and strive to make each short break stay the best it can be. Staff are skilled at offering children and young people individualised care, tailoring it to their likes and dislikes. For example, on return from school, staff understand that some children and young people like time to relax and be quiet, while others can't wait to interact and play or go out into the garden. Care is dignified; children and young people are	

included in conversations and decision-making. They are spoken with, instead of being spoken about. Their personal needs are discreetly managed. Children and young people enjoy positive and trusting relationships with staff. Staff use individual communication styles to enable them to put their views and opinions across. Staff are warm and caring towards children and young people who feel safe and secure in their presence.

Transition in to the home for children's and young people's first short breaks and out of the home to alternative services, when young people reach adulthood, is well-planned and sensitively managed in conjunction with parents/carers and social workers. This enables children and young people to feel safe and secure in new environments and be well-prepared for this important change.

Although there is regular maintenance at the home to ensure young people stay in a pleasant environment, the carpet in one bedroom is heavily stained. This detracts from the otherwise homely feel.

	Judgement grade
How well children and young people are helped and protected	good
Staff learn about children and young people's individual needs quickly and know them well so they do not become upset or anxious. Children and young people settle into their stays quickly, reassured by the clear rules and boundaries. High levels of supervision by staff who are familiar with their individual needs helps ensure young people are not vulnerable in the home or in the community. As a result, children and young people are not at risk of going missing or of exploitation. Children and young people benefit from clear routines and positive use of behaviour management techniques. Challenging and complex behaviours are well understood and managed. As a result there is limited and proportionate use of physical intervention to manage behaviour. Effective strategies de-escalate challenging behaviour to ensure children's and young people's safety. Incidents are well recorded and are examined by the management team to ensure practice in this area remains effective and to consider lessons learnt. Safeguarding protocols and procedures, including whistleblowing, are well known and implemented by staff and managers who place children and young people at the centre of their practice. Clear records reflect that any safeguarding concerns have been referred to the appropriate agencies, in a timely way. Effective multi-agency working and sharing of information helps ensure children and young people are safe.	

Parents consulted confirm that they understand how to make a complaint although have rarely needed to. In the event of a complaint from parents or other stakeholders, there is rigorous follow up. The manager is reflective in her management of complaints and can demonstrate where lessons have been learnt if areas for improvement are identified. Children and young people are protected as a result of well-implemented complaint and safeguarding systems.

Some children and young people use sleep systems, such as high cot sides, at night. These restrictions are used to keep children and young people with complex needs safer at night-time. These restrictions are reviewed with parents, the local authority and staff at the home regularly to ensure all parties are in agreement for use of restrictive measures and that they remain safe. However, despite regularly reviews, the home have not always used this opportunity to consider if other, less restrictive alternatives could be used during children and young people's stays. There has been a lack of robust challenge or consultation with specialists about whether use of these sleeping arrangements are in children and young people's best interests during their short breaks.

	Judgement grade
The impact and effectiveness of leaders and managers	good
A registered manager, who has a considerable experience, effectively and efficiently manages the home. The registered manager is undertaking a level 5 qualification in leadership and management in residential care, which will compliment her previous qualifications while enhancing her skills and knowledge. The manager strives to create a well-run, high quality service. She is achieving this, has clear awareness of the home's strengths and weaknesses, and has plans in place to improve. This demonstrates transparent and reflective leadership and management. The service is not static, but is looking for ways to improve further. At the previous inspection, a requirement was made in relation to medication administration. This requirement is met. There is a robust system in place to ensure medication is safely administered. This includes staff double signing when medication is given, phone calls to parents and carers when medication is received to confirm medication dosage, and regular auditing. This system helps ensure medication is administered safely. A recommendation was made regarding parents having a more thorough overview of records made about their child. This recommendation is met with parents and carers having the opportunity to review and sign agreement with their child's care plans regularly. There is a committed and enthusiastic staff team with a low staff turnover. This	

promotes consistency of care for children and young people. Staff are well supported through regular one to one supervision. They have opportunities for regular informal discussions as well as team meetings. There is a training plan to ensure staff remain as up-to-date as possible to meet the individual needs of the children and young people in their care.

Positive feedback was received from parents, carers, health practitioners and social workers consulted prior to and during the inspection. They gave positive accounts about their engagement with the home, children's and young people's progress and experiences, and levels of consultation. Parents and carers feel confident that children and young people are safe, well cared for, and stimulated through new experiences. A parent stated, 'I'm extremely pleased with my child's care.'

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

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 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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