

Children's homes inspection - Full

Inspection date	18/05/2015
Unique reference number	SC032315
Type of inspection	Full
Provision subtype	Children's home
Registered person	Brighton & Hove City Council
Registered person address	Kings House, Grand Avenue, HOVE, East Sussex, BN3 2LS

Responsible individual	Ms Jenny Brickell
Registered manager	Ms Clare Brunt
Inspector	Mrs Lucy Chapman

Inspection date	18/05/2015
Previous inspection judgement	Outstanding – 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	Outstanding
The children's home provides highly effective services that consistently exceeds the standards of good. The actions of the home contribute to significantly improved outcomes for children and young people who need help, protection and care.	
how well children and young people are helped and protected	Outstanding
the impact and effectiveness of leaders and managers	Outstanding

SC032315

Summary of findings

The children's home provision is outstanding because:

- A committed and innovative Registered Manager leads this home and is a role model to the stable and consistent staff team. The Registered Manager provides exceptional care for children and young people and drives ongoing improvement in this setting.
- Staff enjoy their work and value the children and young people. Feedback from young people, parents and social workers confirms that children and young people have exceptional relationships with staff.
- Children and young people and their families describe this service as 'perfect' and 'absolutely amazing'. It is a 'home from home' during short break stays.
- Innovative and individualised communication systems maximise children and young people's decision making. Their views matter and influence the running of the home.
- Comprehensive individual care plans lead care. Staff successfully plan activities targeted to children and young people's individual goals; as a result children and young people make progress towards their goals.
- Effective risk assessments enable children and young people to take risks appropriate to their level of understanding and ability. Staff enable children and young people to take managed risks to allow them to develop and learn.

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
Not Applicable	

Full report

Information about this children's home

- The home provides short break care and accommodation for up to five children with learning disabilities and physical disabilities
- The home is operated by a local authority
- The home is fully equipped to meet the needs of the children using this short break service

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/05/2015	CH - Full	outstanding
24/02/2015	CH - Interim	sustained effectiveness
22/12/2014	CH - Full	outstanding
12/02/2014	CH - Interim	good progress

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	outstanding
Children and young people receive exceptional care in this home which adds considerably to their experiences, progress and development. Young people say, 'you can't really make a place that is perfect any better'. Superb activities in the home and community enhance life experiences. Recent trips include ice skating, theatre and the circus. Staff enable children and young people to try new experiences; one young person was overjoyed to see fireworks for the first time at the new year's eve party. Meticulous goal planning allows children and young people to make multi-faceted progress. For example, one young person developed counting and cooking skills whilst chopping up a fruit salad. Exceptionally committed staff invest time in children and young people, protect and promote their welfare and celebrate and take pride in their achievements. As a result they develop extremely highly valued relationships with staff. An exceedingly nurturing and friendly environment enables children and young people to thrive and develop positive peer relationships. A parent said that her child chose to invite short break friends to their birthday party and this was the highlight of their day. Staff are committed to listening to the wishes and feelings of children and young people. Individualised communication methods, including a recently introduced 'talking mat' enable those who cannot communicate verbally to choose their meals, activities and the staff who provide their personal care. Listening to children and young people and giving them choice is significant accomplishment of this home. The Registered Manager uses research-informed practice and explores new ways to maximise children and young people's independence. Innovative equipment meets individual needs, for example, one young person has a specialised chopping board that allows them to make their own snacks; a new experience that they value. The Registered Manager has introduced specialised feedback forms that enable children and young people to make comments and complaints. Comments made result in clear feedback and positive action. This is complimented by monthly visits to the home by an independent advocacy service. Staff members make excellent links with children and young people's schools and proactively support their learning. Staff visit schools regularly and establish successful partnership working. A headteacher comments 'we have a really strong and professional	

relationship with the staff. We get lots of communication and staff work well with the school programme’.

Specially trained staff care for children and young people with complex health needs. Staff have excellent relationships with health professionals and a Child and Adolescent Mental Health Service (CAMHS) worker attends team meetings.

Staff treat children and young people with dignity and respect and their well-being is at the centre of all practice. Achievements are widely celebrated, and a recently introduced ‘proud board’ enhances this.

	Judgement grade
How well children and young people are helped and protected	outstanding
Safeguarding practice is professional; policies are clear, robust and research-informed. Well trained staff understand safeguarding issues and procedures ensuring that children and young people are well protected. Staff have an excellent understanding of children and young people’s safety; they effectively identify, understand and manage risks. Clear, individualised risk assessments and behaviour guidelines are in place and include known triggers and intervention strategies that staff follow. Regular review and updating of these documents ensures that staff have relevant up to date information. Restraint is not used and any physical interventions are well-recorded with consistent management monitoring and oversight. Comprehensive risk assessments in place enable children and young people to take risks appropriate to their individual level of understanding and ability. For example, some young people use sharp knives in food preparation with the appropriate supervision and specialist equipment identified in their individual risk assessments. Wherever possible, realistic and practical staff enable children and young people to take managed risks to allow them to develop and learn. In response to the wide range of individual needs of the children and young people who use this home, staff set individual and challenging goals. Staff hold regular and effective contact with parents, social workers, schools and other professionals. They attend care planning meetings to enable collaborative working towards children and young people’s goals. A social worker comments ‘we work as a multi-disciplinary team for the child’s best interest’. Staff supervise children and young people according to their individual ability and understanding; staffing is in place according to individual need. Within the framework of required supervision and support, children and young people are encouraged to maximise their independence. A parent comments ‘they have taught him to dress himself and he has taken this on at	

home. They have helped with his danger awareness and he is safer now’.

The quality of relationships between staff and children and young people is an immense strength of this home. Nurturing staff meet children and young people’s holistic needs. A parent commented ‘It’s been absolutely amazing; he has excellent relationships with staff’.

The home has effective links with the Local Safeguarding Children Board (LSCB) and utilise LSCB training. The manager and senior staff have recently attended child sexual exploitation training via the LSCB and use this resource to develop best practice within the home.

	Judgement grade
The impact and effectiveness of leaders and managers	outstanding
An experienced and well trained Registered Manager who is ambitious to maximise the outcomes for children and young people leads this home. The Registered Manager is research led has an innovative and creative approach, introducing new facilities to ensure the highest quality care for children and young people. The home environment is well equipped, well maintained and homely. Facilities are up to date and new spa baths enhance sensory opportunities for children and young people. The garden offers additional space and facilities and funding has been obtained to develop an outside soft play facility. The Registered Manager consistently strives to improve this setting to benefit children and young people. The home is well staffed and resourced to meet the needs of children and young people receiving short breaks. This ensures that children and young people receive the individualised care that they require and enables them to effectively engage with the enriching experiences on offer during their short break stays. The Registered Manager actively and regularly monitors the quality of care provided. She has a thorough understanding of activity within the home, the children and young people who use the service and staff performance. Monitoring reports are detailed, address any areas of weakness immediately and set goals for the ongoing improvement of this service. Comprehensive, individualised and regularly reviewed care plans are in place. Staff have up to date information allowing them to meet the children and young people’s individual needs. Observation of staff handover demonstrated highly effective use of care plan information by staff in planning activities targeted to children and young people’s individual goals. Exceptional professional relationships between the home and partner agencies results in highly effective multi-disciplinary working to ensure the best possible care and experiences for children and young people.	

Staff have impressive relationships with parents and carers. Parents and carers have regular opportunities to visit the home and understand the services it offers. The excellent communication in place ensures continuity of care for children and young people and allows parents to feel confident in this home. One parent said 'I was terrified of sending him here but it's been absolutely amazing. The transition was great, I had visits at home, he had day visits and then stayed overnight. Communication is incredible. There's an open door policy I can always talk to them [staff] and he has excellent relationships with staff'.

Fully trained staff meet the needs of the children and young people that they work with. Specialised training to meet individual children's complex needs is in place. Staff know and understand the children and young people in their care and are equipped to meet their specific needs.

Managers and staff receive regular and effective supervision and appraisal. Staff are motivated and feel valued in their roles resulting in a stable and consistent staff team.

Staff have warm relationships and respect and value the children and young people in their care. Staff comment 'there's never a day that I don't want to come to work. This is a home from home for the kids and the staff are like extended family. The atmosphere is always lovely; there is a sense of fun'. A compliment received in respect of staff states 'they are really proactive and a joy to see, phenomenal'.

Feedback from parents indicates that they view this home as a 'home from home' for their children. Siblings and wider family also know and value the home. One young person recently celebrated their birthday at the home with a party attended by parents, siblings and friends.

The only requirement made at the previous inspection, to ensure that written reports of Regulation 33 visits were completed and sent in to HMCI, was met in full with immediate effect.

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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