

Inspection report for children's home

Unique reference number	SC032475
Inspector	Anthony Kyem
Type of inspection	Full
Provision subtype	Children's home

Registered person	Trafford Borough Council
Registered person address	Trafford Metropolitan Borough Quay West, Trafford Wharf Manchester M17 1HH
Responsible individual	Gerard Crowther
Registered manager	Paul Vincent Maguire
Date of last inspection	19/02/2014

Inspection date	06/01/2015
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Previous inspection	good progress
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	outstanding
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The progress young people make and the outcomes they achieve are exceptionally positive. Young people make excellent progress across all aspects of their welfare, physical, social, emotional and behavioural development. Young people are kept safe and have a very strong sense of personal safety.

Young people benefit from effective, high quality support from staff. They enjoy good relationships with staff and they sustain their positive attachments. Young people's views about their care and their relationships with staff, are consistently positive. Young people report, 'I respect staff. Have loads of good memories... Still get good advice.'

Young people's needs and views are central to all aspects of how the home operates and develops its practice. Young people are routinely involved in key decisions so they can influence their own care and support. They make a positive contribution to the running of the home and feel that their views, feelings and opinions are actively sought and acted upon.

Leaders and managers exercise strong and effective leadership of the home's staff and operation. They routinely make good use of the home's monitoring activities to raise standards and improve outcomes for young people. Leaders and managers are

energetic and ambitious for continuing improvement. They stimulate staff's enthusiasm and they channel their efforts very effectively. Staff share and implement the home's ethos, approach and philosophy in caring for young people.

An independent reviewing officer reports, 'Excellent standard of care, dedicated staff team, excellent management and leadership.' There are no breaches in regulations. Consequently, there are no requirements or recommendations made, as a result of this inspection.

Full report

Information about this children's home

The home provides care and accommodation for up to five young people of either sex from 11 to 17 years of age. The home is registered with Ofsted to provide services to young people with emotional and/or behavioural difficulties. Young people receive care on a medium to long-term basis. The home's primary purpose is to support young people to return home, wherever possible.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/02/2014	Interim	good progress
16/12/2013	Full	outstanding
30/01/2013	Interim	good progress
27/06/2012	Full	good

Inspection judgements

Outcomes for children and young people **outstanding**

Young people make outstanding progress in relation to their individual starting points. They benefit from effective, high quality support from staff that improves life chances, opportunities and outcomes for young people. Young people develop emotional resilience and a positive self-view. They benefit from effective role models in staff that they look up to and learn from. Staff help young people to recognise their own strengths and positive self-attributes. A specialist worker reports, 'I have found all members of staff very supportive. They really put that extra time in making him feel good about himself.'

Young people benefit from exceptionally good attendance at school or alternative educational provision. The educational achievement of young people is exceptional, taking into account both their progress and their attainment in relation to their individual starting points. Staff have consistently high aspirations for young people. A social worker reports, 'They will go above and beyond to enable young people to achieve.'

The home maintains highly effective partnerships with the providers of young people's education to maximise their learning and educational achievement. Young people who have struggled to attend education previously, are pro-actively supported to re-engage and there are clear expectations for young people to attend education. School leavers are engaged in further education, training or employment to promote their social and economic well-being. A parent reports, 'Hasn't missed a day of school since being at OHR which is a massive improvement...His behaviour at home is now spot on. I can't thank the staff enough.'

Young people are registered with doctors, dentists and opticians and they have prompt access to health services, when they need them. Young people benefit from specialist support to promote their physical, emotional and psychological well-being.

Young people are taught about key health issues so they know how to lead and maintain a healthy and active lifestyle. As a result, young people learn to take responsibility for their own health. Young people's medication is stored and administered safely by trained and competent staff. Medical consent is obtained and staff are clear about what health decisions and responsibilities are delegated to them.

Young people benefit from excellent support to enjoy regular contact with their friends and families. Consequently, they maintain their close relationships with the people who are most important to them. The home builds positive and constructive relationships with the families of young people.

Young people are allowed to take appropriate risks as part of their growth and natural

development. Pathway plans are in place for eligible care leavers who are positively engaged in training or employment to promote their successful transition to adulthood. Young people build and develop their practical skills in planning, shopping, cooking and budgeting to promote their readiness for independence.

Quality of care

outstanding

Young people benefit from an extremely supportive, warm, caring and nurturing environment. They enjoy good relationships with staff and they sustain their positive attachments. Staff work creatively and enthusiastically with young people in a way that maximises the progress they make and the outcomes they achieve. Staff are exceptionally committed. There is real sense of drive and determination to support young people to achieve and succeed. A social worker reports, 'My experience has been excellent. It is clear they put the children first and ensure they achieve.'

Staff build highly effective partnerships with other professional agencies to ensure young people make good progress in all aspect of their lives. Staff constructively and consistently challenge any shortfalls in the delivery of services to young people to ensure they receive the help and support they need. Staff consistently place the safety and well-being of young people at the centre of their practice. They are positive advocates for young people. An independent reviewing officer reports, 'They go that extra mile. All of the young people that I have had here say that staff care and are always consistently open with them.'

Young people's needs and views are central to all aspects of how the home operates and develops its practice. The views of young people have significantly influenced the running of the home. The feelings and opinions of young people are routinely sought and acted upon by staff. As a consequence, young people feel valued, respected and actively listened to. Young people know how to make a complaint and their rights are championed effectively.

Young people benefit from extremely well planned, highly individualised care, that promotes their needs very effectively. Care planning and practice is highly personalised to meet the needs of individual young people. Young people's needs arising from personal identity, race, age, gender, culture and ethnicity are all positively identified and addressed in both care planning and daily living. Consequently, young people's needs are promoted comprehensively.

Young people are pro-actively encouraged to make a positive contribution to the home and the wider community. They benefit from positive and enjoyable activities to promote their self-confidence, interests and hobbies.

A young person says, 'I want to be a singer, actor, lawyer or poet.' This particular young person is involved in singing, dance, acting and writes her own poetry. Additionally, they auditioned for a national talent show with support and general

encouragement from staff. As a consequence, young people are able to pursue and achieve their individual aspirations, ambitions and goals.

Keeping children and young people safe **outstanding**

Young people are kept safe and feel safe; they have a very strong sense of personal safety. Young people benefit from effective support and protection and are not at risk of harm. Young people are protected from abuse, bullying, neglect and child sexual exploitation. Staff employed at the home are selected and vetted very carefully to protect young people from unsuitable people. Visitors to the home are chaperoned and there is suitable monitoring of such people.

Staff have a good understanding of young people's needs and their particular vulnerabilities and they take appropriate action, to address them. The use of clear and comprehensive risk assessment, management and pro-active safe working practice promote the safety of individual young people.

The home is planning to engage young people in a series of workshops to raise their knowledge, understanding and awareness of child sexual exploitation. This is an important piece of work and one that will help to protect young people. Staff work positively and pro-actively with young people to reduce their risk taking behaviour. They provide young people with positive learning opportunities to promote their personal safety.

There are effective arrangements made to support and protect young people who go missing from care. Staff know how to follow and implement agreed protocols and procedures to promote young people's quick and safe return. Missing from home protocols, risk assessments and procedures are used very effectively to promote the safety of young people. The frequency with which young people go missing is either controlled or has reduced significantly. The home maintains effective partnerships with the local police to support and protect young people.

There are effective arrangements to promote young people's positive behaviour. Staff consistently apply effective behaviour management strategies to promote the safety of young people. The use of sanctions are kept to an absolute minimum. Restraint is rare and is only ever used as a last resort to protect young people from harm, accident or injury.

Young people respect the home's rules and boundaries and respond positively to the home's incentives and rewards that encourage and acknowledge their positive behaviour. Staff share and implement the home's ethos, approach and philosophy in caring for young people.

Young people benefit from a safe, warm, comfortable and homely environment. The home is consistently maintained to good quality standards for young people. The home is physically safe and appropriately secure. Health and safety matters are managed very effectively. There are regular safety checks and fire drills to promote the safety of young people.

Leadership and management

outstanding

Leaders and managers have an exceptionally good understanding of the home's strengths and they tackle any identified weaknesses systematically to secure the home's improvement. Leaders and managers routinely make good use of the home's monitoring activities to review and improve the standard and quality of young people's care. Combined, with the home's independent and external monitoring activities, these systems are used effectively to secure the home's continuing development and improvement. Written development plans are in place.

The home employs a full time permanent registered manager who exercises strong and effective leadership of the home's staff and operation. The manager is highly skilled, well qualified, experienced and trained. The manager has been in post since the transfer of their registration to Ofsted in 2007. The manager has a 'hands on' approach and they channel staff's efforts effectively.

Young people benefit from extremely dedicated, committed and capable staff. There is a shared purpose and approach that is clearly focussed on improving the outcomes and experiences of young people. Consequently, young people benefit from a home that is managed efficiently and effectively, that improves their life chances, opportunities and outcomes.

There were no requirements or recommendations from the previous inspection. The home has a proven track record and a positive inspection history. The home meets the aims and objectives of its Statement of Purpose comprehensively, in providing a high quality service for young people. The home is able to demonstrate the positive difference and value it has made to the lives of young people and it clearly evidence how their outcomes have improved considerably, overtime.

Significant incidents are rare, but where they do occur they are reported to the appropriate authorities charged with a duty to protect young people. This ensures appropriate action is taken following any significant event. The home is adequately resourced, with young people benefitting from sufficient numbers of highly skilled, well qualified and experienced staff to meet the needs and numbers of young people.

Staff benefit from effective support and professional supervision. They have access to high quality training to develop their knowledge, skills and professional practice. The training needs of individual staff are identified and met.

A stable staff team is employed to ensure young people benefit from continuity of care so they can build and develop positive, secure and stable attachments. Staff invest in their positive and meaningful relationships with young people. There are no breaches in regulations. Consequently, there are no requirements or recommendations made, following this inspection.

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.