

Children's homes – Interim inspection

Inspection date	20/03/2017
Unique reference number	SC032475
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Trafford Borough Council
Registered provider address	Trafford Council, Town Hall, Talbot Road, Stretford, Manchester M32 0TH

Responsible individual	Sally Rimmer
Registered manager	Paul Maguire
Inspector	Maria McGranaghan

Inspection date	20/03/2017
Previous inspection judgement	Outstanding
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged outstanding at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness. The home is run by an experienced and qualified registered manager, who is supported by a stable and committed staff team. The home is based in a residential area that is close to local amenities, public transport and recreational centres. Young people who come to live at this home have histories of non-engagement in education. The registered manager and staff work hard to ensure that young people are provided with the most suitable educational placements and with the support that will enable them to achieve. On the whole, young people make progress, and attendance and attainment are improved. Some young people are preparing to take Year 11 final examinations, while others are adapting to new school environments. The home works to a theoretical framework known as 'nurtured heart'. This focuses on all positive aspects of a child's behaviour and decision-making, even in the most challenging situations. The framework is supported by up-to-date safety plans and risk assessments, which provide guidance for staff regarding triggers for behaviour and managing behaviours by using a positive influence. However, young people are not part of the development and review of these plans. Consequently, young people are unable to reflect on 'what worked' or 'what needs to change' as part of how they manage and change negative behaviours. A recommendation is made to address this matter. Since the last inspection in December 2016, there have been 12 instances in which young people have been reported as missing. On the whole, young people return to the home during the same evening. Staff take appropriate steps to locate young people and, where possible, encourage their safe return. However, on one occasion there were no staff available to collect a young person after a period of missing and this resulted in her returning to the home in a taxi. Records are unclear and fail to detail the chronology, including the decision-making process in this instance. As a result, the safety planning for this young person is unclear. A requirement is made to address this matter.	

Young people know how to complain. Information is provided in the children's guide and displayed in the home. There have been no complaints recorded since 2015. However, reference to a parental complaint is highlighted in the home's most recent regulation 44 external monitoring report. There are no records to indicate how this matter was investigated or addressed. Consequently, the system for managing external complaints to the home is not consistent. A requirement is made to address this matter.

Young people are encouraged to take part in activities. Some young people attend football clubs, youth clubs and trampolining. Likewise, young people enjoy time with staff. One young person said, 'I love the activities. I like going to the beach and weekends away.' Some young people have made friends in the community and spend time in the area during the evenings. However, staff are not consistently clear on where groups of young people go during the evening or who they are mixing with. A recommendation is made to address this matter.

The home is maintained to a good standard. Young people enjoy ample private and community space, including a well-maintained garden. All young people have private bedrooms that are decorated in styles of their choice, and have access to the home's computer, board games, and arts and crafts.

At the last inspection, two requirements were made in respect of delayed submission of internal and external monitoring. This matter has now been addressed. At this inspection two requirements and two recommendations are made to improve practice.

Information about this children's home

The children's home is registered for five children who may have emotional and behavioural difficulties and/or learning disabilities.

It is maintained by a local authority.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/12/2016	Full	Outstanding
11/03/2016	Interim	Sustained Effectiveness
13/01/2016	Full	Outstanding

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) meet(s) 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 registered person must ensure that a record is made of any complaint, the action taken in response and the outcome of any investigation. (Regulation 39(3))	30/04/2017
The registered person must ensure that the homes day-to-day care is arranged and delivered so as to keep each child safe and to protect each child effectively from harm. (Regulation 12(2)(b))	30/03/2017

Recommendations

To improve the quality and standards of care further, the service should take account of the following recommendations:

- Ensure that young people are consulted regularly on their views about the homes care and the work undertaken with them, in order to support continued improvement in the quality of care provided. (Guide to the children's homes regulations including the quality standards, page 22, paragraph 4.11)
- Ensure staff are alert to the possibility that children may be at risk from relationships including those with other children, and they therefore should take appropriate steps to protect a child. Specifically regarding friendships in the community. (Guide to the children's homes regulations including the quality standards, page 43, paragraph 9.13)

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

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 that 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 focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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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