

Children's homes inspection - Full

Inspection date	07/12/2015
Unique reference number	SC032496
Type of inspection	Full
Provision subtype	Children's home
Registered person	Trafford Borough Council
Registered person address	Trafford Metropolitan Borough Council, Quay West, Trafford Wharf, Manchester, M17 1HH

Responsible individual	Gerard Crowther
Registered manager	Post vacant
Inspector	Mark Kersh

Inspection date	07/12/2015
Previous inspection judgement	Inadequate
Enforcement action since last inspection	A monitoring visit on 17 September 2015. This visit was conducted to review the progress the home is making as a result of an inadequate judgement made on 18 August 2015. Two compliance notices were also served with respect to; The Protection of Children Standard Regulation 12 and The Care Planning Standard Regulation 14
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

SC032496

Summary of findings

The children's home provision is good because:

The management team and staff members reflect on their practices and have made significant improvements from lessons learned following the homes previous inspection

Relationships between staff members and young people are good. They work as a cohesive team to put together strategies to enable young people to progress. The atmosphere in the home is supportive and friendly

Staff are committed to young people's individual needs and work hard to improve young people's experiences and quality of care

Young people attend school and work placements regularly and are making good progress

Partnership working is effective. The management team and staff members work well with other professionals to address and improve young people's health, emotional, social and psychological well-being

Young people learn independence skills taking into account their age and understanding. This successfully supports them as they move on to the next stage of their lives

Staff members have undertaken further training in safeguarding to enhance their understanding and application of keeping young people safe

There is a clear understanding of any risks associated with young people. Boundaries are distinct, with reward schemes and praise helping young people to develop acceptable behaviour and self-regulation skills

Staff members feel supported, through effective supervision, personal development and training, which enhances their skills and provides young people with levels of improved care

There is a clear understanding of the home's strengths and weaknesses and the development plan clearly sets out work completed and areas for improvement

Improved systems for monitoring and analysing the services the home provides and evaluating young people's progress, support care plans and delivers the aim of the placement

Full report

Information about this children's home

This section should outline:

- The home is registered to provide care and accommodation for up to six young people with emotional and/or learning difficulties
- The home is local authority managed
- The staff are committed to providing a service to young people accommodated in the home, which is needs led and proactive. Young people accommodated in the home will be treated as individuals and given every opportunity to develop, physically, educationally, socially and emotionally with the support of staff, as written in the home's statement of purpose

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/08/2015	CH - Full	Inadequate
27/01/2015	CH - Interim	sustained effectiveness
09/10/2014	CH - Full	Adequate
03/02/2014	CH - Interim	Good Progress

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	good
At the last inspection, some young people's behaviour and risks were a serious cause for concern and alternative placements were sought. For some, secure accommodation was the only option to protect their welfare. Since that time the home has suspended admissions, to provide time for staff to reflect, improve systems and undertake further training. As a result, the home has made good progress following the last inspection. Young people who have continued to live at the home, have made steady progress. Individualised care and support is provided to them and is having a positive impact. For example, one young person has recently successfully moved on from the home to her own flat, and the other young person is approaching his final preparation before moving to foster carers. Both have been well supported by staff members and have made significant progress from their starting point in the home. The atmosphere in the home is supportive and friendly with very positive relationships existing between young people and staff members who know young people well. Staff are nurturing and good role models for young people. These positive trusting relationships enable young people to grow in confidence and staff members spend time with them on a daily basis. One young person, who returned to the home to collect some belongings said, 'This home is the best and if I could come back I would. I have achieved so much, getting a job and getting my flat, thanks to all the support from my staff.' Young people's physical health needs are met through maintaining registration with their own health care services or by registering with the local health centre. Detailed information is within young people's health care plans, which have been improved and now include all necessary health information, including their medical assessment by the looked after children's nurse. Medication is managed safely in the home and regular audits ensure all medication brought into the home is accountable. Young people have access to and engage with specialist services, such as, child and adolescent mental health service and behaviour therapy provided by a psychologist. This approach engages young people and helps them to understand, address and improve their emotional, social and psychological well-being. There is good information and leaflets in the home advising young people of support services in relation to drugs, alcohol, sexual relationships and smoking. There are	

no current issues or concerns for young people. They do not smoke, take drugs or consume alcohol.

Young people attend school or work placements regularly. Staff members encourage and support consistent levels of engagement in education or the workplace. This promotes young people's learning and work experiences and they continue to make progress.

Young people's care plans have been revised and show clear objectives, about support for young people to meet their objectives alongside written evaluations of the impact of the care provided. Care plans clearly show where young people are making progress or where more support and work is needed to support them to meet their objectives. This improved level of planning ensures that staff are consistent in their approach and young people's daily routines are known and met. A compliance notice in respect of the care planning standard issued on 04 September 2015 has been met.

Young people's care plans support the local authority plan. A social worker and a safeguarding officer confirmed the home works effectively in partnership with them. They have no concerns about the care provided to young people and are regularly kept updated. A social worker says, 'Staff have done wonders for him and they go above and beyond to meet his needs.'

Young people are listened to and consulted about all aspects of how the home operates. This includes regular key worker discussions, meetings with staff members and completion of feedback questionnaires. Young people's views are recorded and include responses from staff members. Improvements have been made to recording any concerns or complaints young people make and are complete from the initial complaint up to the outcome of the investigation. These arrangements develop young people's self-respect knowing their views are valued.

Young people's contact arrangements are known by them and written into their plans. This ensures young people remain in touch with family and friends who are important to them.

Young people learn independence skills taking into account their age and understanding. These opportunities are preparing young people well for future life. They are clear about expectations for them to transition smoothly into independent living or foster care. Young people have memory boxes and scrap books. These are filled with memorabilia, pictures and comments from staff and take these with them when they leave. This allows them to reflect back at their time spent in the home.

	Judgement grade
How well children and young people are helped and protected	good
In addition to the suspension of admissions into the home following the last inspection, the home has changed the statement of purpose document and no longer admits young people in an emergency. There is a new admissions policy. Only planned admissions taking into account all known risks and likely impact of an admission will take place. These steps will ensure young people are compatible with each other and their safety is not compromised in the home. Young people are safe in the home and say they feel safe. They trust the staff who look after them and there are no concerns of young people being suspected or subjected to sexual exploitation. Young people say there is no bullying in the home. Refresher training on what constitutes bullying has been completed since the last inspection. Staff members demonstrate how to recognise, challenge and support young people who may be bullied, or bullying others. Professionals confirm the home maintains effective links with them, and staff encourage and involve young people in their review meetings. This enables everyone to discuss and agree daily living routines and plans for young people's future. All staff members have completed further training in safeguarding. The safeguarding officer has joined them in their team meeting. To refresh and explain her role and the staff member's role and responsibilities to protect young people. This is to ensure any suspicion of abuse or any allegation is referred to the appropriate authorities charged with protecting young people. The safeguarding officer has no concerns about the home and says, 'Staff are very receptive and I am confident any future issues will be referred appropriately.' A review of young people's risk assessments has taken place and is implemented to cover all known and suspected risks. These are detailed and include strategies for responding to risk, such as, young people being missing from home and child sexual exploitation. There are no risks with the current young person placed. A compliance notice in respect of the protection of children standard issued on 04 September 2015 is met. In October 2015 staff members completed training around practice in relation to a nurtured heart approach. This model focusses on praising and rewarding young people for all they achieve. Young people have responded positively to this approach and their behaviour and how they feel about themselves has improved. Refresher training in physical intervention has been completed. This ensures staff members know when to intervene where young people may present a risk to themselves or others. There have been no restraints since the last inspection.	

Rewards feature more than sanctions imposed for inappropriate behaviour. Improvements to young people's behaviour management plans and control and discipline records ensure that detailed records are maintained and are evaluated for their effectiveness.

The home has been fully decorated including re-decoration of all bedrooms. One bathroom has been finished and includes all new fixtures and fittings, with on-going work being carried out to a second bathroom. There are many facilities in the home, including, a room with gym equipment, education room, arts and crafts room and a pamper room for hair, nails and beauty. Young people are supported to continue with their own hobbies and interests outside of the home and have enjoyed trips out and holidays with staff members.

A review of recruitment records is completed and ensures all staff members working in the home are suitable to do so. All visitors sign into the home, and an explanation is given about how to evacuate the home in case of an emergency or fire. There are no health and safety issues and all domestic appliances are checked for safety. These measures ensure young people, staff and visitors are safe when in the home.

	Judgement grade
The impact and effectiveness of leaders and managers	good
The manager appointed in March 2015 resigned from their post in October 2015. Since this time an interim manager who has the necessary qualifications and experience has been appointed. Action and development plans following the last inspection have been implemented. As a result, significant changes in the home, including further training for staff members and a complete review and implementation of the home's administration systems, including young people's case files has taken place. These changes have taken place at a time when the numbers of young people living in the home have been low. The management team and staff members demonstrate a clear understanding of the young people and the progress they have made, in line with their agreed plans. All staff members including the interim manager are receiving regular supervision. They attend team meetings, completed refresher training and have sufficient time for discussion of young people's needs during handovers between shifts. Staff members say they are and feel supported in the work they carryout in the home. Changes to the homes statement of purpose document have been made. The	

document describes the current management arrangements, staff training and the use of monitoring equipment. This document is available to parents, placing social workers and is available in the home. A copy has been sent to Ofsted as required by regulation.

A change to independent monitoring visits has been made, with a signed contract from an independent organisation being in place. This includes arrangements and consent for them to access the homes records including young people's information. The management team have produced an internal monitoring document which covers and reports on young people's progress in relation to the quality standards for children's homes. These measures improve how the home learns from practice and include feedback from young people, parents and placing social workers.

The management team and staff members demonstrate well their knowledge of responsibilities of informing all appropriate agencies, including Ofsted should an incident in the home occur or suspicion of abuse be known. These arrangements have been strengthened following the last inspection and further protect young people.

At the last inspection 17 requirements and 10 recommendations were made. These have been met and a detailed action plan has been received by Ofsted. There have been significant improvements made since the last inspection. These improvements will need to be tested out for effectiveness when the home is operating at full capacity.

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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