

## Children's homes – Interim inspection

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|------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| <b>Inspection date</b>             | <b>01/03/2017</b>                                                                                                         |
| <b>Unique reference number</b>     | <b>SC033127</b>                                                                                                           |
| <b>Type of inspection</b>          | <b>Interim</b>                                                                                                            |
| <b>Provision subtype</b>           | <b>Children's home</b>                                                                                                    |
| <b>Registered provider</b>         | <b>North East Lincolnshire Council</b>                                                                                    |
| <b>Registered provider address</b> | <b>Child Care Management Team,<br/>Civic Offices, Knoll Street,<br/>Cleethorpes, North East<br/>Lincolnshire DN35 8LN</b> |

|                               |                                   |
|-------------------------------|-----------------------------------|
| <b>Responsible individual</b> | <b>Daren Hale</b>                 |
| <b>Registered manager</b>     | <b>Karen Stones / Grace Rouse</b> |
| <b>Inspector</b>              | <b>Simon Morley</b>               |

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| <b>Inspection date</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>01/03/2017</b>  |
| <b>Previous inspection judgement</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Outstanding</b> |
| <b>Enforcement action since last inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>None</b>        |
| <b>This inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                    |
| <p><b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b></p> <p>This home was judged <b>outstanding</b> at the full inspection. At this interim inspection, Ofsted judges that it has <b>sustained effectiveness</b>.</p> <p>The registered manager has implemented all three recommendations made at the last inspection. This is contributing to the promotion of children's and young people's welfare and safety. There is better management oversight and consistency in recording of incidents, especially ensuring that children and young people receive any first aid if needed. One young person has moved to a different home. The decision-making, partnership work with his parents and consideration of his needs and those of other young people in his new home have been comprehensive. The new, child-centred processes that the manager has put in place to match placements is a significant improvement. Consequently, this transition has been very successful. The monthly monitoring reports that the independent visitor completes are more thorough. Reports now reflect a rigorous scrutiny of how well the staff team safeguards children and young people and promotes their welfare. The independent visitor's oversight helps to maintain high standards of care for vulnerable children and young people.</p> <p>The manager has introduced extra advocacy for children and young people. There is a new independent person who visits unannounced and checks on the experiences of children and young people. This provides an extra safeguarding measure for children and young people who have limited verbal communication.</p> <p>Children and young people enjoy their short breaks and make progress with their self-care, independence and social skills. Staff work hard to give children and young people positive experiences. There is strong partnership working with families, health and education services, which promotes a robust foundation for excellent standards of care. Staff are kind, patient and sensitive. They take the time to get to know all the children and young people well. Consequently, children and young people overcome any anxiety about a change in environment when coming for their short breaks, and they are happy and settled. Parents are confident that staff look after their children very well and can relax knowing that they are in safe hands.</p> <p>Children and young people living in the Bungalow make very good progress. They all have very good attendance at school. One of them has made significant progress in this regard since admission. They enjoy a variety of activities, including dance classes and roller disco. Staff promote their individual interests. For example,</p> |                    |

one young person asked to see a live football game and really enjoyed this experience.

Children's and young people's views and their care needs strongly influence their care and running of the home. For example, staff adapt care routines and staffing levels, depending on children's and young people's diverse needs. Staff undertake regular wishes and feelings work to obtain feedback from children and young people. Staff focus on always improving their quality of life. Parents and staff are consulted regularly and are able to influence the management of the service.

There are good staffing levels to support children and young people who have complex needs and disabilities. Staff are experienced and well trained and know the children and young people well. Consequently, the standards of care are high. There are no missing from home incidents, and staff are effective at de-escalating any challenging behaviour. Staff keep the environment safe and secure for children and young people. Leaders ensure a proactive response to any safeguarding concerns. However, on one occasion, an allegation made by a young person was investigated internally without reference to the appropriate external agency. Although the investigation was thorough, given its safeguarding nature, this shortfall compromised the openness and transparency of the required child protection procedures.

The manager completes an extensive review and evaluation of the service every six months. Staff are fully included in this process and contribute to improving the service. There is a strong 'can do' attitude for the benefit of children and young people.

## Information about this children's home

The local authority home is registered to provide care and accommodation for up to 11 children and young people who have learning and physical disabilities. The home is split into three smaller homes. The Bungalow provides long-term care for up to four children and young people. Rainbow and Starlight both provide short-break services. Starlight caters for children and young people who have additional complex health needs.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement   |
|-----------------|-----------------|------------------------|
| 05/09/2016      | Full            | Outstanding            |
| 21/03/2016      | Interim         | Improved effectiveness |
| 09/12/2015      | Full            | Outstanding            |
| 26/03/2015      | Interim         | Improved effectiveness |

## 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   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <p>12: The protection of children standard</p> <p>In order to meet the protection of children standard, in particular that allegations about staff in the home or other adults that work with children are referred within one day to the local authority's designated officer, the registered person must ensure:</p> <p>(2)(a) that staff:</p> <p>(v) understand the roles and responsibilities in relation to protecting children that are assigned to them by the registered person;</p> <p>(vii) are familiar with, and act in accordance with, the home's child protection policies;</p> <p>(e) that the effectiveness of the home's child protection policies is monitored regularly.</p> | 31/05/2017 |

## **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 whom 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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