

Children's homes inspection - Full

Inspection date	15/11/2016
Unique reference number	SC034415
Type of inspection	Full
Provision subtype	Children's home
Registered provider	Hollybank Trust
Registered provider address	Hollybank Trust, Far Common Road, Mirfield, West Yorkshire WF14 0DQ
Responsible individual	Kathleen Eastwood
Registered manager	Eliot Dales
Inspector	Debbie Foster

Inspection date	15/11/2016
Previous inspection judgement	Improved effectiveness
Enforcement action since last inspection	None
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

SC034415

Summary of findings

The children's home provision is good because:

- Child-focused staff are experienced, well trained and understand the care needs of young people.
- Young people are kept safe.
- Young people have great opportunities to enjoy a variety of social and leisure activities, including accessing the wider community on a regular basis.
- Parents and professionals are kept well informed about the care and progress of young people.
- Young people are well consulted, which ensures that their views and opinions are sought to influence their everyday life.
- Young people move on to adult services in a very carefully planned way, with introductions and visits individually tailored to their specific needs.
- Staff benefit from the inclusive style of the manager and receive good support and guidance to ensure that they care well for and keep young people safe.

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 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 must comply within the given timescales.

Requirement	Due date
The registered person must ensure that all employees receive practice-related supervision by a person with appropriate experience. (Regulation 33 (4) (b)) In particular, ensure that supervision is undertaken in line with the service's stipulated frequency and that care practice is reflected upon and recorded.	10/02/2017

Recommendations

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

- The registered person should actively seek independent scrutiny of the home and make best use of information from independent and internal monitoring (including under Regulation 44 and 45) to ensure continuous improvement. ('Guide to the children's homes regulations including the quality standards', page 55, paragraph 10.24). In particular, build further on monitoring systems to detect shortfalls in the administration and recording of medication, case files, care plans, short-break meetings and training records.
- Ensure that the design of the home includes any necessary adaptation to meet the needs of children with disabilities or specific health issues. ('Guide to the children's homes regulations including the quality standards', page 17, paragraph 3.24). In particular, ensure that young people can access the garden independently, within a secure outside space.
- As set out in the Regulations 31–33, the registered person is responsible for maintaining good employment practice. They must ensure that recruitment, supervision and performance management of staff safeguards children and minimises potential risks to them. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1). In particular, ensure that refresher training in physical restraint continues at suitable intervals.

Full report

Information about this children's home

This home is registered as a charitable trust. It provides long-term care for up to eight children and young people with complex health needs and profound learning disabilities, physical disabilities and sensory impairment. There is separate accommodation for a further seven children and young people using a short-break service.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/03/2016	Interim	Improved effectiveness
04/11/2015	Full	Good
24/02/2015	Interim	Sustained effectiveness
22/10/2014	Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
Young people relate and respond to staff positively because of the special relationships forged. This empowers and supports young people to communicate with staff, bringing about a clear understanding of their wishes and opinions. Young people make progress because of the care and support that they receive. This improves their communication skills, health, education and independence skills. For example, young people gain independence skills by the use of switch controls, which allows them to make their own choices. By gaining these motor skills, they are able to feed themselves. A parent said, 'My son benefits from being cared for by staff who care for him as much as I do. He has made great progress and I know that he is safe. They keep me well informed about how he is doing. This is a real comfort.' Young people thrive because of the regular visits, outings and social media contact that they have with their families and carers. This positively supports young people to maintain good relationships with those who are important to them. Consultation with young people occurs through daily interaction with staff, using each young person's specific communication medium. Young people also benefit from the support of the speech and language therapist who assists them to improve their communication skills, allowing them to actively take part in young people's meetings. This helps young people to express their views about their care and the things that are important to them. Young people experience and take part in a wide variety of social and leisure activities. These include frequent trips out in the community, going swimming, walks, shopping, the theatre and a recent trip to Blackpool illuminations. A staff member said, 'We work together to bring happiness for the kids, for them to enjoy life, make them smile.' This gives young people new life experiences that bring them great enjoyment and awareness of the world around them. Young people greatly benefit from carefully planned introductions and visits to their new residential home where they will live as young adults. Staff have made great effort and given particular attention to detail for each young person's transition plans. Consequently, young people's individual needs are very well met and they have soon settled into their new home. The home environment is homely, while providing specialist equipment to meet their health and care needs. This allows young people to live in a domestic-style	

dwelling, with personalised bedrooms that reflect their interests and personalities.

	Judgement grade
How well children and young people are helped and protected	Good
Staff are distinctly aware of the individual vulnerabilities and the potential risks to the health, well-being and safety for each young person. They diligently implement safety measures to keep young people safe. High staffing levels provide young people with constant supervision, care and support, which protects and keeps them safe. Staff have very good relationships with young people and this supports and enables them to manage their behaviour positively. Young people noticeably profit from being cared for by a well-trained care team and qualified nurses. In addition, they have immediate access to other health professionals, which includes a speech and language therapist and occupational therapist. The administration of medication and health procedures are undertaken carefully in line with the doctor's instructions. This close oversight of young people's specific physical and health needs ensures the continuum of their well-being and safety.	

	Judgement grade
The impact and effectiveness of leaders and managers	Good
The registered manager has been in post since 2015. He is a qualified learning disability nurse with over twenty years' experience working in this field. He holds a level 4 qualification in leadership and management. More recently, he has successfully completed the level 5 diploma in leadership and management. The manager leads by example, putting young people first and having aspirations for them to achieve, enjoy life and make good progress. He ensures that the service operates within the statement of purpose and is aware of the service's strengths and weaknesses. This is achieved through active communication with young people, staff and stakeholders. As a result, young people continue to receive a good standard of care. Staff receive an array of training, this includes all aspects of health and safety, medication administration, safe feeding, first aid, communication, epilepsy and child protection. This equips them very well to meet the needs of young people. They benefit greatly from good support systems, through formal supervision,	

weekly staff meetings and shift handovers. Staff knowledge and views are actively sought and included in the development of the service. This inclusive management style ensures that staff work collectively to make continual adjustments to improve the care and service provided for the young people.

Recommendations made at the last inspection have been partially met. A programme of refresher training in physical restraint continues to be completed by all the staff team. Plans to improve the secure garden facilities are underway to ensure that young people can access these safely and independently.

Monitoring of the service is of a suitable standard. However, these systems have failed to identify a number of shortfalls relating to aspects of recording. These shortfalls have no direct impact on the quality of care provided to young people.

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 that 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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