

Inspection report for children's home

Unique reference number	SC034922
Inspector	Ceri Evans
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Rochdale Metropolitan Borough Council
Registered person address	Rochdale Metropolitan Borough Council PO Box 39 ROCHDALE Lancashire OL16 1LQ
Responsible individual	Paul Marshall
Registered manager	Shane Michael Heywood
Date of last inspection	25/07/2014

Inspection date	05/03/2015
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Previous inspection	good
Enforcement action since last inspection	none

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

At the last full inspection in July 2014 the overall effectiveness of the service was judged as good with one statutory requirement and four recommendations made. The purpose of this visit was to assess the progress made since the last inspection and how the progress has improved the quality of care and outcomes for young people.

The previous requirements and recommendations from the last inspection have been effectively addressed. The statement of purpose and the development plan have been updated. Complaints records are clear and offer an overview of the action taken. All eligible care leavers have pathway plans and supervision records detail the time, date and length of each supervision. This demonstrates that the manager learns from inspections and is committed to continual development of the service.

There is a very homely and relaxed feel within this home. This is promoted by the positive relationships that exist between young people and those who care for them. Staff actively encourage young people to express themselves, to make choices and to enjoy a full range of social opportunities and experiences. All of which promote good outcomes. Staff are highly committed and demonstrate a high level of skill and understanding. This enables them to effectively meet young people's complex needs.

Staff have a clear understanding of young people's needs and are committed to ensuring that young people meet their potential. Staff provide excellent quality of care and make good use of appropriate humour to engage with young people. They are extremely professional in their approach and maintain consistent boundaries and expectations. As a result young people develop meaningful and trusting relationships and have a great deal of respect for those that care for them.

Professionals are very complimentary about the service and state 'the needs of young people are very well met in this home. Staff are highly motivated and want to improve outcomes for young people.' Parents also express satisfaction and state 'my child has changed dramatically, he is a lot happier, calmer and more confident. Staff are brilliant and I know my child has a good relationship with them.' This demonstrates that those in contact with the service have observed the high quality care that young people receive.

Young people continue to make significant progress in their education and have narrowed the gap between their achievements and those of their peers. Young people take part in a wide curriculum and varied education opportunities. This supports their cognitive, social and emotional development as well as increasing their future employment prospects.

Staff work hard to build effective relationships with parents and this results in good partnerships when planning for individual care. The home works collaboratively with young people, parents and professionals to strengthen family dynamics in order to repair and build relationships. Consequently, young people enjoy positive contact with those who are important to them.

Young people continue achieving appropriate levels of independence in accordance with their age, ability and understanding. Young people know how to budget, shop for essential items, prepare and cook meals. They are also independent within the community and engage in a wide variety of activities. This means that young people enjoy greater confidence in their social abilities and are fully supported as they transition to adulthood.

The staff team demonstrate genuine respect and empathy for young people. They know young people very well and utilise effective behaviour management strategies which focus on positive, rather than negative behaviour. This means that young people profit from constant praise and encouragement from staff, which increases their confidence and self-esteem. Since the last inspection, there have not been any incidents that necessitated the use of physical restraint and there has been a significant reduction in missing from care incidents. This demonstrates that young people are consistently making better choices with regards to their personal safety.

Staff have excellent working partnerships with other agencies and actively seek professional advice and guidance which informs their practice. For example, effective consultations with psychologists regarding teaching young people the difference between safe and unsafe touch. While this guidance is not fully documented in young people's promoting positive behaviour plans, safe working practices are adopted and the team are extremely nurturing in their approach. This helps young people build healthy and trusting relationships with their care givers.

The manager and assistant manager continue to provide quality support to the team which enables them to provide a caring environment for young people. Staff morale

is high and they feel valued in the role that they play. Leaders are readily accessible to staff and young people for consultation, advice and support. The manager has a 'hands on' approach which enables him to evaluate the competency and skill set of staff and quickly address practice issues should they arise. This ensures that the best interests of young people is at the heart of all that they do in the home.

In conclusion, the home is able to demonstrate improved effectiveness. One further good practice recommendation has been made. This relates to records and is not detrimental to the welfare or safety of young people in the home.

Information about this children's home

The children's home is run by a local authority. It is registered to accommodate up to four young people of either gender who have experienced behavioural and emotional difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/07/2014	Full	good
12/02/2014	Interim	good progress
09/10/2013	Full	good
25/03/2013	Interim	good progress

What does the children's home need to do to improve further?

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- There is a system in place to monitor the quality and adequacy of record keeping and take action when needed. This specifically relates to ensuring that promoting positive behaviour plans document the safe caring practices within the home. With particular reference to safe touch and showing affection. (NMS22.1)

What inspection judgements mean

At the interim inspections 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

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.