

Children's homes – Interim inspection

Inspection date	02/03/2017
Unique reference number	SC034944
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Keys Childcare Ltd
Registered provider address	Hurstwood Court, New Hall Hey Road, Rossendale BB4 6HR

Responsible individual	Julie Hamilton
Registered manager	Maureen Gibbons
Inspector	Graham Robinson

Previous Inspection date	05/09/2016
Previous inspection judgement	Good
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 good at the last full inspection. At this interim inspection Ofsted judge that it has improved effectiveness. The home has maintained the high standards of care noted at the full inspection. Since then, measurable progress has been made. For example, each of the young people living in the home continues to progress and the manager, who is now just over six months into her post, has injected managerial stability into the home. This is proving to be beneficial to both staff and young people. The home is accommodating young people of primary school age. Each one has complex, deep-rooted issues that account for the behaviour traits being exhibited, and many are unusual for this age group, such as sexualised behaviour and spontaneous levels of aggression. A number of young people are experiencing difficult times in their lives due to circumstances outside the home and their personal histories. This is affecting them emotionally, which explains some of the behaviour being managed at the home currently. Staff have the knowledge and understanding that allows them to manage any challenging or upsetting behaviour well in a supportive, non-punitive and non-judgemental way. For example, plans, risk assessments and coping strategies are in place and updated on an almost daily basis in some cases, to keep them current. Staff are aware of and follow them, providing young people with a high standard and continuity of care. All young people are in stable, long-term placements. They have strong and trusting relationships with staff whom they like. All are in full-time education and all have achieved 100% school attendance since the previous inspection. They are well integrated into the community and enjoy a range of activities. For example, one spoke about joining a local scout group and now being more independent and trusted. Another who has only been in the home for a short while, spoke about the possibility of joining a local football team. The home provides young people with structure, boundaries and routine that they are comfortable with. The ongoing communication levels between staff and young people are high, which enables young people to make choices and express opinions. For example, young people, along with their key worker, choose and then	

plan activities for the week.

Behaviour is well managed in a non-punitive environment. Staff have the skills, knowledge, confidence and ability to manage behaviour through their relationships and understanding of young people's needs. Incidents of physical intervention have been high, but the reasons for this are understandable. For example, one young person, who is still settling into the home following some traumatic episodes in his life, accounts for more than half the incidents that have taken place.

Interaction between staff and young people were observed as being warm and caring throughout the visit. The happy, cheery atmosphere, punctuated by laughter, reflects the positive and trusting relationships built up between them.

A tour of the home revealed some new flooring laid in the kitchen area. Young people's bedrooms are personalised to the taste and interest of the occupant. Overall, the home is child-friendly and in a good state of repair. However, much of the decor and some of the furnishings are now looking tired, dated and in need of replacing.

Young people benefit from having a stable, trained and relatively experienced staff team looking after them. There have been few changes to the overall group since the previous inspection, with the core of the staff team remaining intact. Training of staff remains active, with a number of training events and courses completed since the previous inspection.

The manager was questioned about a lack of training for staff linked to radicalisation through the 'Prevent' duty programme. Despite their ages, the young people in this home remain just as susceptible to issues normally associated with older age groups. Training for staff in this area should be considered.

The home has a good record of compliance and has fully addressed the one recommendation made at the previous inspection. This had led to improvements in regard to notifying Ofsted about incidents of a serious and notifiable nature.

This was a positive visit and the home continues to develop and move forward. Young people, experiencing difficult times and coping with anxieties caused by past experiences, are being well looked-after and supported. As a result they continue to progress. Specialist input is in place to supplement the care given to them.

The report contains no requirements but two recommendations designed to improve the practices and knowledge of staff and improve the overall environment for young people.

Information about this children's home

The home is owned and operated by a private organisation. It is registered to provide care and accommodation for up to four children and young people. The children and young people may have emotional and/or behavioural difficulties, including attachment problems.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/09/2016	Full	Good
10/02/2016	Interim	Sustained effectiveness
30/09/2015	Full	Good
23/03/2015	Interim	Sustained effectiveness

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

Recommendations

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

- Arrange for all staff to receive 'Prevent' duty and radicalisation training. ('Guide to the children's homes regulations including the quality standards', page 43, paragraph 9.12)
- Develop and implement a rolling programme of redecoration and general refurbishment of the home. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.7)

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 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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