

Children's homes inspection - Full

Inspection date	30/09/2015
Unique reference number	SC034944
Type of inspection	Full
Provision subtype	Children's home
Registered person	Keys Childcare Ltd
Registered person address	Broadwood Education Services LTD, Keys Attachment Centre, Hurstwood Court, New Hall Hey Road, ROSSENDALE, Lancashire, BB4 6HR

Responsible individual	Julie Hamilton
Registered manager	Rebecca Sharples
Inspector	Graham Robinson

Previous Inspection date	23/03/2015
Previous inspection judgement	sustained 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

SC034944

Summary of findings

The children's home provision is good because:

- A new manager and a new senior team have had a positive impact on the home with improved organisation. Staff report they are in a happier place which creates a positive, warm, supportive atmosphere for the young people.
- Care staff are supportive of the culture, ethos and working practices that have been introduced which is leading towards a more team centred approach and a greater consistency of care.
- Effective monitoring of the home contributes to a comprehensive and child centred development plan. The aim of which is to enhance and improve the overall quality of care for young people.
- Good working relationships with partner agencies promotes collaborative working which helps to ensure young people receive a strong, focussed multi-agency response to meet their specific needs.
- The home works particularly well with young people of primary school age on admission. Many have histories of challenging and damaging behaviour, due to previous chaotic life-styles and in some cases, complete lack of care. This behaviour reduces significantly as they journey through the home, with young and vulnerable children being kept safe.
- Behaviour is well managed in a non-punitive, yet structured environment that allows young people to develop positive relationships with adults they can trust.
- Young people make it clear they feel safe living in the home and they feel safe with the adults who look after them.
- Young people quickly move into a more ordered and satisfying lifestyle that provides them with new and socially acceptable experiences.
- Young people make good progress socially, emotionally and educationally, although education could feature more prominently within Placement Plans and the garden to the rear of the home needs to be made safe so young people can enjoy playing out on their own.

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 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(s) must comply with the given timescales.

Requirement	Due date
12: The protection of children standard In order to meet the protection of children standard the registered person must ensure: that the premises used for the purpose of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health with particular reference to the lack of fencing in the garden to rear of property (Regulation 12 (2) (a) (d))	30/11/2015

Recommendations

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

- Ensure that within young people's placement plans, education is given greater prominence alongside the other 'relevant plans' that feature. (Guide to the Children's Homes Regulations including the quality standards page 26 paragraph 5.1).

Full report

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 behavioural difficulties, including attachment problems.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/03/2015	CH - Interim	sustained effectiveness
02/10/2014	CH - Full	Adequate
06/03/2014	CH - Interim	Good Progress
12/12/2013	CH - Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	good
The home specialises in working with young people who will be of primary school age when first referred. It has a good record in settling young people into their placement, which provides them with both structure and support. This is reflected in the view of a parent who says she; 'is pleased to see he has settled so well.' This view is supported by a social worker who says; 'The staff have made a really good start.' The home blends in with others surrounding it and provides a welcoming and warm child-friendly environment. The décor, fixtures, equipment and furnishings reflect the age range and is maintained to a good standard. Bedrooms are single occupancy and personalised to suite the taste and interest of the occupant. Space indoors and outdoors provides a range of areas where young people can relax and play. However, young people are unable to play out on their own in the rear garden area due to the danger posed by the temporary removal of a fence. Young people say they like living in the home and were observed as being at ease and relaxed as they moved around. Young people are treated as individuals and this is reflected in the detailed planning documents and assessments of risk. These are working documents and are updated regularly to keep them current. As a result, individual needs are identified with plans and strategies in place to address needs, plans adapt as young people progress and settle. They cover all areas affecting the child, although education could be given greater prominence within the presentation of the placement plan. As they progress, young people begin to adopt a more socially acceptable lifestyle as they re-engage with their education and develop new interests that are available in the community. For example, each one has a full-time educational placement in community based schools. Attendance is high and based on starting points, they are all making good progress educationally, Young people are encouraged to take up new hobbies and take advantage of a range of community facilities that surround the home. For example, by taking lessons in swimming, dance and trampoline as well as joining organisations such as Scouts. As well as building confidence, these individual activities help to integrate them into the local community, encouraging them to develop acceptable social networks.	

Although young people make specific choices around food, they are given information which promotes healthy eating and a balanced diet. Everyday health needs are provided for by community based services, with more specialist input accessed when required. Overall, young people experience improvements to their health and lifestyle, with all their health needs being well met.

Staff develop good and positive relationships with young people, helping them to build trust with appropriate adults. As a result communication levels are high which provides for high levels of regular consultation taking place. This gives young people opportunities to make suggestions and choices about certain aspects of their lives. This in turn shows them that their views do matter and are taken seriously.

Contact arrangements can be complex and the cause of much anxiety to young people due to safety issues. However staff work in partnership with social workers to ensure young people maintain appropriate contact with those important to them and are prepared to work flexibly to ensure contact arrangements are met.

Young people benefit from living in an inclusive and non-judgemental environment, where personal achievements are celebrated. For example, new albums showing photographs recording achievement and good times have just been introduced. Disability or a young person's previous history is not seen as a barrier to developing an enjoyable lifestyle as experienced by most other young people of a similar age.

Feedback from young people regarding their placement is positive. They are all well settled into the home and enjoy living in a caring and nurturing environment. One when describing the staff and his experiences of the home put it succinctly by saying; 'it's all good.' Feedback from other professionals support this view. For example, one reports that; 'he is going through the most settled period in his recent care history.'

	Judgement grade
How well children and young people are helped and protected	good
The home has developed and retained good working and professional relationships with partner agencies, including those charged with keeping young people safe. Any incident with a suspicion of safeguarding has been referred appropriately. Staff are trained and understand their role and responsibilities in keeping young people safe. Young people's safety is enhanced with the home adopting this multi-agency approach. Young people confirm they feel safe living in the home. Bullying is not an area of concern to them and they confirm staff are always around and do not tolerate bullying in any form. High staffing levels in the home help to minimise chances for bullying to take place. Young people are comfortable, re-assured and respond positively to the boundaries and routines in place. They recognise they are there to help keep them safe. Overall, behaviour management is well handled. Staff are prepared to work through difficult and challenging periods supportively and without rejection. This is recognised by others. For example an independent reviewing officer remarked; 'He has been through some very disruptive patches, but staff have always stuck by him.' All behaviour management incidents, including physical intervention are reviewed, monitored and evaluated, with records being kept up to date. Strategies to manage behaviour are reviewed and updated regularly. The number and intensity of incidents often reflect what is going on in a young person's life at that time. However, as relationships and trust develop, incident numbers and the levels of severity decrease. The care staff team have worked together for some time. Changes to the senior team, including a new manager and deputy manager are from staff already well established within the organisation. No new staff have been recruited since the previous inspection. Recruitment and clearance procedures comply with regulation and current guidance. Longer serving staff are re-checked every three years, which ensures young people are only being looked after by staff who have been suitably recruited and cleared.	

	Judgement grade
The impact and effectiveness of leaders and managers	good
The manager was appointed in July 2015. The process to register her with Ofsted has almost concluded with the fit person interview taking place on the second day of the inspection. She has held a number of acting manager posts previously and has all the necessary skills and experience to manage the children's home. She is currently working towards gaining a level 5 diploma qualification. Since taking over, the manager has brought in new, but experienced staff to act in a senior capacity. This has proved to have had a positive impact on the home with care staff reporting improved organisation and with them receiving greater levels of support. They say the home is a more relaxed and happier place in which to work, which has proved beneficial for young people also. The care staff team have worked together for some time. They are both supportive and a contributing factor towards the changes of ethos, culture and working practices being developed. As a result the home has moved forward and this is reflected with the improved judgements achieved as a result of this inspection. Staff confirm they are being supervised and appraised regularly. They are given opportunities to take on responsibilities such as overseeing health and safety issues and young people's educational arrangements, as well as other areas. This delegated responsibility, coupled with regular supervision and appraisal has encouraged staff to work with a real sense of purpose and with a team centred approach. This is benefitting young people by improving the consistency of care being received. Training for staff is on-going with all core staff training up to date. All staff have either completed or about to complete appropriate professional level 3 training. The manager has assessed the needs of young people and looked for gaps in staff training which has resulted in a recent request made for extra training in areas such as; child sexual exploitation, missing from care and in engaging young people. The training programme both updates existing skills as well as introducing new areas of learning for staff which aids their professional development. The manager understands the strengths of the home and recognises areas for development. This is down to the quality and consistency of monitoring being achieved. As a result, the manager has developed a written development plan that is both child-centred and deemed to be of high quality. Both the internal and external monitoring of the home is taking place with consistency and is of a good standard. Reports from both are reaching Ofsted in a timely manner. During her time in post the manager has overseen a number of developments such as; the introduction of development files for young people, a	

revision to the personal incentive schemes in place for each young person and the introduction of photo albums and certificates to celebrate and capture young people's achievements.

Following the previous inspection, three requirements and one recommendation were made. All have been fully addressed leading to improvements in the home referring suspected safeguarding issues to external agencies and notifying Ofsted appropriately, ensuring that no medical appointments have been missed and with improved procedures put in place to roll forward into staff meetings, requests made by young people to ensure they are dealt with appropriately.

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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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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