

Children's homes - interim inspection

Inspection date	17/11/2015
Unique reference number	SC035409
Type of inspection	Interim
Provision subtype	Secure Unit
Registered manager	Julie Tinkler
Inspector	Philip Cass

Inspection date	17/11/2015
Previous inspection judgement	Improved effectiveness
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. Young people are safe and well looked after. They continue to live in a nurturing and enriching environment. Their complex needs are addressed by care, health, and education staff who work collaboratively to ensure good outcomes. All referrals are scrutinised closely to ensure that the needs of young people, including those that stem from their culture and background, are understood. High quality care planning ensures that effective strategies are put in place to meet these needs. Young people say that they are generally satisfied with the quality of care they receive. One said, 'I like it here'. Safeguarding arrangements are strong. All staff are trained in safeguarding and receive additional training to support their understanding of child sexual exploitation. Good multi-agency arrangements are in place that enable the home to respond appropriately to any concerns, allegations or disclosures of abuse. The home continues to demonstrate very strong practice in working with young people who self-harm or present a suicide risk. Four requirements and a recommendation were set at the previous inspection. These have been met in full. The monitoring of practice is considerably improved. It more effectively evaluates the impact of interventions such as searches, single separation, and restraint. Any potentially concerning practice is identified quickly. This means that managers are better able to demonstrate how they protect the rights of young people. Managers have set higher expectations of independent visitors to evaluate the progress and experience of young people. In addition, a new web based IT system is close to being implemented. It is likely to enable further improvements to quality assurance processes. Improved statistical analysis of team performance has led to a better understanding of areas of strength and weakness. Managers provide detailed feedback to individuals and teams about the quality of their work. This has proved to be a useful motivational tool and has become an effective improvement strategy. For example, the standard of recording is better because managers have	

provided staff with comprehensive data relating to the quality of record keeping.

The home was also required to improve the way that it responds to complaints. Staff take time to listen carefully to any grievances or concerns raised. This ensures that most issues are dealt with informally and to the satisfaction of young people. Where formal complaints are made, these are often about external agencies. Managers are effective in advocating for young people and prompting external agencies to provide high quality services to young people. Each young person who has made a complaint has confirmed that they are satisfied with the way the matter has been resolved. Delays evident at the time of the last inspection have been addressed and systems put in place to ensure that all complaints are now dealt with promptly.

Managers were required to provide better formal supervision to staff. Each member of staff now receives regular supervision that includes the opportunity to reflect on their practice. A new supervision template serves as a reminder to supervisors to undertake reflective practice discussions during supervision.

The home had also been required to ensure that each member of staff refreshed their training in accordance with the home's own policy. All staff have completed their agreed mandatory training. However, a 'workforce plan' would enable training and staff development arrangements can be better structured.

By improving the decoration and furniture in the home's lounges, a less institutional feel is achieved. Because these rooms are no longer routinely used to contain the behaviours of young people in crisis, they are viewed more positively. Alternative methods of managing young people in crisis have contributed to a significant reduction in single separation. For example, the home's records show that thirty-eight incidents of single separation took place in May compared with only two in October. This has had a significant positive impact on the day to day experience of all young people. Other communal areas, particularly the admission areas, are also more brightly decorated so that they are more welcoming and attractive.

Transition planning remains a strength of the home. Managers provide effective challenge to other agencies to ensure that discharges are well planned. Effective transition to community settings is supported because young people, who often have not attended school for several years, grow more confident in their academic ability and begin to enjoy learning. This means that they are able to commit to education attendance when they leave the home. Young people are also supported to prepare for their return to community settings through well organised programmes of community activities. As well as testing the readiness of young people to move into alternative accommodation, transition plans give young people the opportunity to build supportive social links. For example, one young person has already started to attend a local school as part of their transition from the home. There have been incidents where young people have run away while in the

community. Managers are able to demonstrate that careful and diligent risk assessment takes place prior to community activities and that lessons are learned to minimise the risk of similar incidents being repeated.

Information about this children's home

This secure children's home is managed by a local authority. It is approved by the Department for Education to restrict young people's liberty. Education is provided on site. The children's home provides two separate units that can accommodate up to 12 young people who are aged between 10 and 17 years and accommodated under section 25 of the Children Act 1989. Admission of any young person over the age of 10 but under 13 years of age requires the approval of the Secretary of State.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/12/2014	CH - Interim	improved effectiveness
04/06/2014	CH - Full	Good
21/01/2014	CH - Interim	Good Progress
18/07/2013	CH - Full	Good

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 recommendation:

- The registered person should have a workforce plan which details processes and agreed timescales to achieve training. It should be updated to include any new training and qualifications completed while working at the home, and used to record the ongoing training and continuing professional development needs of staff – including the home's manager. (The Guide to the Quality Standards, page 53, paragraph 10.8)

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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