

Children's homes - interim inspection

Inspection date	29/03/2016
Unique reference number	SC035499
Type of inspection	Interim
Provision subtype	Children's home
Registered person	East Riding of Yorkshire Council
Registered person address	County Hall, Cross Street, Beverley, North Humberside, HU17 9BA

Responsible individual	Pamela Allen
Registered manager	Suzanna Hills
Inspector	Michele Hargan

Inspection date	29/03/2016
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 full inspection. At this interim inspection Ofsted judge that it has Improved Effectiveness. The home has demonstrated improvements by meeting the two requirements and three recommendations made at the previous inspection. Staff provide young people with clear boundaries ensuring that they do not compromise other young people's privacy. For example, the children's guide makes clear to young people that while they are allowed into the office they are not able to view the computer used by staff. Making expectations about behaviour clear in this way aids young people's understanding. A member of staff said, 'Young people know they are not allowed behind the desk in the office.' The home's residential care plans outline the individual needs of young people including how to help them keep safe. The extent of these concerns are focussed on in more detail with young people's risk assessments. This means staff are clear about what action to take and how best to support young people. A member of staff said, 'We review the risk assessment at least every month and as necessary, it depends on the needs of the young person.' Young people have an increased understanding and awareness about e-safety. Staff ensure young people receive input from specialist staff and they are provided with written information about how to stay safe. Staff also supervise internet access, which protects young people's welfare. A children's rights advisor said, 'I think staff are really on board with this as a team. Young people are asking for wireless internet access and this has gone to senior managers, they understand if this is granted their use will be monitored.' Staff help young people develop their independent living skills by making the most of the facilities within the home and providing them with the necessary support. Young people are encouraged to shop, cook, do their own washing and keep their rooms tidy. This teaches young people life skills preparing them for their transition into adulthood. This helps ensure young people a better chance of success when they are ready to leave the home. Young people receive individualised support from staff that takes into account their	

development needs establishing trust and increasing their confidence. As young people realise staff are genuinely invested in helping them, they relax and begin to share their genuine views and concerns. Reflecting on this a member of staff said, 'One young person said to me, staff here really care and it's not just because they get paid.'

Young people benefit from effective joint work by staff with other professionals. For example, children and adolescent mental health services work with staff aimed at providing young people in crisis with consistent emotional responses. This results in staff becoming more skilled at helping young people cope with feelings of distress and frustration.

The missing behaviour of one young person recently admitted to the home is a concern. However, the home have demonstrated that all necessary action is taken with other professionals to locate and return the young person safely home. This robust response reduces the risks to vulnerable young people. In an effort to reduce the likelihood of any repeated missing behaviour all young people are provided with good sources of external support aimed at identifying any influencing factors. These measures promote young people's safety and welfare.

Young people's rooms are sometimes searched if there are concerns about their welfare. Young people understand that if at all possible they will be made aware of this so they are present when this happens. This helps young people see how staff can support them with the intention of keeping them safe. A member of staff said, 'I think the young person was relieved after the staff removed everything harmful from his room.'

Staff do not sufficiently record details leading to the use of a measure of discipline in response to young people's behaviour. Additionally, while there are only two incidents in which staff have physically intervened to keep young people safe since the last inspection, these records also lack similar details. This hampers identifying any underlying issues and reviewing the consequence and effectiveness of any measure on young people's behaviour. As a result, records do not stand up to retrospective scrutiny.

Young people have direct access to children's rights staff who visit the home at least once a week. Young people are well informed about this and how to get help from advocates. This ensures their rights are preserved and that their voice is heard, helping them assert their views now and in the future. A children's rights officer said, 'I get to see more of the young people informally now so I can build some rapport. It stops complaints from escalating, they know that I will listen to them without any judgement.'

Young people remain in receipt of support after they leave the home increasing the likelihood of sustaining a move to independent living. Staff evaluate what is working well for young people and what they want to happen next. This information is shared with the young person's placement worker on a weekly basis.

This aids a consistent understanding about young people's needs by everyone working with them and helps secure any additional help they may need.

Young people benefit from improved care practice. Staff have an increased understanding about how to help young people express their anxieties, particularly about issues such as self-harm. This leads to effective support and further action can be taken quickly to secure expert help. This meets young people's emotional and mental health needs.

Staff help young people have fun by providing creative opportunities making the most of young people's remaining childhood years. Helping young people take part in playful and memorable activities brings with it immeasurable benefits, promoting their emotional growth. A member of staff said, 'The young person organised a fancy dress party to celebrate a popular boy singer's birthday. Everyone came, other young people, staff and senior managers. Since that day her confidence has grown.'

Staff get meaningful support from the registered manager and deputy. For instance, team meetings are used to review care practice and to think collectively about situations that have been challenging. Providing opportunities such as this for reflection helps staff feel valued as their own emotional needs are recognised, promoting resilience and team cohesion. A member of staff said, 'The manager and deputy were brilliant. We had big team meeting and we did feel a lot better. I don't think I had felt so well supported before.'

Information about this children's home

The home can accommodate up to six young people with emotional and behavioural difficulties. The home is owned and operated by a local authority.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/06/2015	Full	Good
25/02/2015	Interim	Sustained Effectiveness
06/05/2014	Full	Good
09/01/2014	Interim	Satisfactory Progress

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(s):

- The registered person should ensure that all incidents of control, discipline and restraint are subject to systems of regular scrutiny to ensure that their use is fair. In particular ensure the full details about what happened prior to the use of any measure of control or restraint are recorded. (The Guide to the Quality Standards, page 46 paragraph 9.36)

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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