

Inspection report for children's home

Unique reference number	SC035657
Inspector	Angela Whiteley
Type of inspection	Full
Provision subtype	Children's home

Registered person	Cambian Childcare Limited
Registered person address	Pinnacle House 2 Oakwood Square, Cheadle Royal Business Park CHEADLE Cheshire SK8 3SB
Responsible individual	Michael Ore
Registered manager	Shazad Iqbal
Date of last inspection	13/03/2014

Inspection date	27/11/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

This inspection	
Overall effectiveness	good
Outcomes for children and young people	outstanding
Quality of care	outstanding
Keeping children and young people safe	good
Leadership and management	good

Overall effectiveness

Judgement outcome	good
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Young people thrive in an exceptionally caring and supportive environment. They settle quickly and make some excellent progress across all aspects of their welfare and development, particularly in terms of education, health and behaviour. They have highly personalised placement plans and individualised risk management plans, which are reviewed regularly to ensure the diverse needs of young people are thoroughly considered.

Young people, parents and other professionals who have an interest in securing positive outcomes for young people have very positive views about the home, the quality of care and the support that young people receive. A young person said, 'This is the best home I have ever been to.' Young people feel safe in the home and settle quickly into a warm and caring environment. They have very positive views about the staff and enjoy strong and trusting relationships with them. A young person said, 'Staff look out for you, they listen and act.'

Young people are cared for by a very stable, competent and experienced staff team who provide high levels of care and demonstrate good understanding of their role. They are well managed and guided in their tasks and have a sound understanding of safe working practice. Staff are proactive when managing young people's challenging behaviours. Some young people arrive at this home with a history of

anti-social and offending behaviour. Staff and other professionals provide high levels of support that helps young people to make positive choices and assists in reducing risk-taking behaviour, which helps some young people achieve excellent outcomes.

The Registered Manager and deputy manager provide strong leadership and have a clear commitment to an improvement agenda. They have a good overview of the strengths and weaknesses of the home and are committed to developing the provision further. A highly motivated staff team share the management vision and aspire to support young people to make positive progress and achieve their potential. Some areas for development are identified in respect of staff qualifications, promptly sending notifications to Ofsted, having a clear Statement of Purpose and careful monitoring of the homes records. These are mainly administrative shortfalls and have not impacted negatively on the safety of young people and do not undermine the high level of care provided.

Full report

Information about this children's home

This service is a privately run children's home. It is registered to provide care and accommodation for up to seven children or young people with emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/03/2014	Interim	good progress
03/12/2013	Full	outstanding
12/02/2013	Interim	good progress
28/06/2012	Full	outstanding

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

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 Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
26 (2001)	ensure that persons who work in the children's home in a care role, attain or hold the required care role qualification by a date which falls two years after the date on which they started work in that position (Regulation 26 (4) (a))	08/01/2015
30 (2001)	notify without delay any of the events listed in column 1 of the table in Schedule 5; with particular reference to notifying Ofsted of the instigation and outcome of any child protection enquiry involving a child accommodated at the home. In particular, this	08/01/2015

	relates to incidents where young people are reported missing from the home for several days. (Regulation 30 (1) (2))	
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Recommendations

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

- ensure the home has a clear Statement of Purpose (NMS 13.1)
- ensure the manager regularly monitors, in line with regulations, all records kept by the home to ensure compliance with the homes policies. In particular, ensure physical intervention records are signed by a person authorised to make the record when the manager has used the measure and written the record. (NMS 21.2)

Inspection judgements

Outcomes for children and young people **outstanding**

Young people benefit greatly from the support of a dedicated and knowledgeable staff team who have consistently high expectations of them. Those new to the home settle quickly. This is reflected in the progress they have made since their admission with significant improvement in their education achievement and attendance. Additionally, risk-taking behaviour, such as going missing from the home and offending behaviour significantly improves as young people settle.

Young people who have been at the home longer benefit from the stability and permanence of the placement. They have strong and trusting relationships with staff and feel secure enough to express their views, wishes, feelings and worries in a constructive way. They develop coping strategies with the support of staff and other appropriate professionals, which helps them to manage situations and keeps them safe. As a result, they show improved outcomes in education, psychological well-being, emotional resilience, relationships and personal safety.

Young people have detailed health assessments and enjoy good health. Their health needs are effectively identified and services accessed to meet their needs. They are encouraged and supported to attend all their medical appointments to maintain their psychological and physical well-being. Young people have access to in-house child and adolescent mental health services, which includes psychologists and therapists who work collaboratively with staff to ensure a consistent approach to young people's care. Staff provide good information and guidance on a range of health issues including the dangers of smoking, substance misuse and sexual health.

Young people enjoy a balanced and healthy diet that takes account of their cultural needs, likes and dislikes. They enjoy a broad range of social and sporting activities of their choice, which helps maintain their psychological and physical health. The home is very much part of the local community and has excellent relationships with neighbours. Young people benefit socially from attending clubs in the local community, such as those provided by the local Youth Centre and job fairs. They also participate in charitable events, which promotes community cohesion and helps young people develop social responsibility.

Education and training is a high priority at this home. Young people experience excellent outcomes in their individualised educational provision. Staff provide strong support that motivates young people to maintain full attendance and they achieve well. They are proactive, with staff support in negotiating their school placements, further education courses and work placements. Some young people have successfully transferred to main-stream education provision and are achieving in line with their peers.

Young people have a strong sense of identity, reinforced by regular contact with family and other significant people, which is clearly set out in their care plans. They have good support from staff to maintain regular contact visits. Young people have the same social experiences as other young people their age; this includes spending time seeing and visiting friends. For some young people this has involved travel abroad to develop and build new relationships.

Individualised planning prepares young people well for independence. Young people are encouraged to develop their independence skills at a pace to suit them and have chores to complete tailored to their individual needs. The home has effectively supported young people to move to other placements and into independence. They work collaboratively with the individual and other professionals which ensures a smooth transition from the home.

Quality of care

outstanding

Young people say they like living at this home and feel staff are consistently concerned about their welfare. They receive high quality care from an experienced and stable staff team that know them well and go the extra mile to help them achieve their goals. Family and professionals involved in young people's care also confirm the high quality of care and support provided. For example, a social worker comments positively on the hospitality received, the quality of information sharing and the quality of services available.

Young people have excellent relationships with staff and can speak to any of them if they have any worries or concerns. The staff team effectively deliver individualised and well-planned packages of care that help young people settle quickly and develop a strong sense of safety and belonging. Staff are proactive in providing opportunities for young people to succeed. They are not daunted by setbacks and persevere to help young people get back on track.

Staff work proactively with young people and their placing authority to ensure reviews are timely and include the views of young people. The Registered Manager is persistent in his efforts to ensure the required meetings take place and that appropriate documents are provided. Young people fully participate in all, aspects of planning, which means they know what progress they are making. Their opinions and views are listened to and taken seriously. For example, they requested new sofas for the lounge, which is being explored currently. Young people know how to make a complaint if they are unhappy with any aspect of their care. There have been no complaints at this home for some time.

Staff are proactive in their support of young people's education, access to health support services and in considering diversity and cultural needs. Individual daily routines support young people's attendance and achievement. Staff work effectively with providers to challenge and overcome barriers to young people's full participation

in education. For example, helping young people find appropriate education placements and negotiating appropriate work experience placements.

Certificates and photographs are prominently displayed around the home. This reinforces young people's self-esteem by helping them feel cherished and valued for their achievements. Young people are involved in a range of activities, such as go-karting, laser quest, quad biking, gym, and enjoy holidays abroad and away from the home. This enhances their learning experiences and increases their social networks, confidence and self-esteem.

The home is a large spacious three-storey detached house. There is ample living space and the home is well-furnished. Young people's bedrooms are spacious, and personalised and they show pride in keeping their rooms clean and tidy. The home is warm and welcoming and provides young people with a safe and secure environment, which promotes their welfare and development.

Keeping children and young people safe good

Young people confirm they feel safe, secure and well cared for in their home. They can talk to any member of staff if they are concerned about anything and confirm they know how to make a complaint should they need to. The home has a zero tolerance policy for bullying issues. Young people are appropriately supervised but if issues do arise, they are dealt with swiftly by the staff team and addressed through individual work sessions with the young people concerned. Staff effectively balance the need for protection with enabling young people to take managed risks as part of their growth and development.

As young people settle in the home, missing from home incidents significantly reduce. If young people do leave the home without permission, staff know the local area and community well and go looking for them. They have established good links with the local police and if incidents do occur, there are clear practices, policies and agreements in place, to assist the safe and quick return of young people. Staff consistently put these procedures into place and all such episodes are monitored, fully considered and reviewed to promote young people's safety and welfare. For example, decisive action was taken to escalate concerns and involve relevant safeguarding agencies when a vulnerable young person went missing from home for several days. This practice was extremely robust and managed in the best interest of the young person's welfare. However, the provider failed to notify Ofsted of the serious concerns for the young person's safety and well-being. This has had minimal impact on young people's safety and welfare.

A consistent, individualised approach to risk assessments and behaviour management ensures young people learn appropriate boundaries. Documents are regularly reviewed and clearly identify and take account of young people's emerging needs. Staff regularly complete individual work sessions with young people that fully consider their safety, health, development and well-being and address any issues of

concern.

Staff are trained in all aspects of safeguarding. They are knowledgeable and confident in implementing the home's safeguarding policies and procedures and take a proactive approach to ensure the safety and welfare of young people remains paramount. Staff communicate effectively with placing authorities and other professionals to highlight the safeguarding issues and contribute well to strategies that help improve outcomes for young people.

Staff are trained in the appropriate use of physical restraint and are clear that physical intervention is very much a last resort. They are most comfortable using therapeutic de-escalation techniques that are agreed with their in-house clinicians. In addition, the positive relationships staff have built up with young people, helps to diffuse challenging situations. Sanctions are rarely used but are fair and effective when required. Since the last inspection there has been one physical intervention. A record of this incident was made by the manager who was involved in the incident. However, there has been no independent scrutiny of the incident as the Registered Manager was actively involved in the restraint and wrote the record. This does not fully protect the safety and welfare of the young person and members of staff involved or provide opportunity for reflective learning from such situations.

Young people benefit from living in a safe and secure environment. There are good health and safety systems and risk assessments in place. Young people are involved in regular fire evacuation practices so they know how to leave the home safely in the event of an emergency. Staff are carefully selected and vetted before they start work at the home. These effective measures help to protect young people from harm.

Leadership and management

good

Young people thrive in a home that is well managed and provides them with a nurturing, friendly and well maintained home to live in. The home has positive links within the community. Young people are actively involved in community activities, which helps them with their social development.

The Registered Manager is an effective leader who is experienced and appropriately qualified. He has been a Registered Manager since April 2009 and is supported by a skilled and competent deputy manager and a very experienced and stable staff team. Staff demonstrate their commitment to providing consistently high quality care, which is tailored to the meet the individual needs of young people, including the management of often confrontational and challenging behaviours. As a result, young people experience improvements to their development and well-being and achieve some excellent outcomes.

The home is well resourced in terms of staffing and finance. Young people benefit

from the care of sufficiently experienced staff who have the right skills to meet the needs of the young people in placement. However, the comprehensively detailed Statement of Purpose does not provide clear information in respect of current staff ratios.

The core staff team have a broad range of skills and appropriate qualifications for working with young people. This team is supplemented by a number of casual staff who are regularly used to provide support for young people. However, not all casual workers employed by the home are working towards recognised qualifications within the required timescales.

Staff confirm they are well supported and feel valued. They receive regular training, supervision and support, which ensures they have good opportunities to develop and reflect on their practice. The Registered Manager ensures staff are up-to-date with new legislation and developments through specific training events. This includes input from specialist professionals such as in-house psychologists and therapists who address specific issues with young people and staff.

Young people's records are detailed and present a good overall picture of their experiences at the home. Records are maintained to a high standard and information is well organised within care files. Young people access their records, which helps them to understand their plans.

The home has effective monitoring systems that ensure young people enjoy high standards of care. A number of quality assurance systems are used effectively used to review the home's performance, young people's progress and identify areas for improvement. Consultations with young people, parents and other professionals influence the progress of the home. The Registered Manager has a realistic understanding of the strengths of the service and promptly addresses areas where improvements can be made. There were no requirements or recommendations made at the last inspection. The home has a realistic development plan that is reviewed regularly to drive forward further improvement.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

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.