

Children's home – Interim inspection

Inspection date	01/03/2017
Unique reference number	SC035954
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Metropolitan Borough of Wirral
Registered person address	Hamilton Building, Conway Street, Birkenhead, Merseyside, CH41 4FD

Responsible Individual	Mrs Nikki Kenny
Registered manager	Debra Kewley
Inspector	Elaine Allison

Inspection date	01/03/2017
Previous inspection judgement	Outstanding
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 outstanding at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness. The home is very well managed and continues to operate smoothly on a day-to-day basis, with children receiving personalised care of an exceptionally high quality. A dedicated and knowledgeable staff team continues to be successful in promoting positive experiences for children. The home is regarded highly by parents and fellow professionals. A parent commented, 'This service is a godsend to my child and us as a family.' The home provides an excellent quality of service for children with a range of disabilities. Young people thoroughly enjoy their stays. They make progress within a stimulating and caring environment. Managers and staff work in partnership with parents and professionals to assess young people's needs prior to visiting the home. The manager is very clear about her assessment of new referrals to the service. She ensures that the service is able to meet the individual needs of young people and that any referral meets the criteria set out in the home's statement of purpose. A social worker commented, 'The manager is very strong on advocating for the children using the service and is very clear at panel meetings on the criteria of the service and will stand her ground if the children do not meet the criteria.' This demonstrates strong leadership skills and the manager prioritising young people's needs. Transitions have been managed remarkably well by staff and this is clearly a strength of the service. One young person has moved out of the service since the last inspection. This was an exceptionally well-planned and facilitated move for the young person. For example, staff from the home travelled with the young person and settled him into his new home by preparing his new bedroom in the way he preferred. This alleviated any anxiety the young person may have been experiencing and helped towards a smooth transition. The deputy manager from the new home commented, 'The planning was second to none; they shared everything with us, including the risk assessments, his likes and dislikes. I cannot	

commend them enough for their professionalism and compassion they displayed throughout this transition.'

Staff get to know children, their needs and their likes and dislikes extremely well. They are attentive to the children in their care and their practice is totally child-focused. Children's complex needs are not seen as a barrier to their progress, and staff ensure that children can make the best out of their short break. For example, children and young people enjoy trips to the seaside, cinema and use of the sensory room.

Young people do not go missing. This is due to the high staffing ratios, which mean that young people are supervised effectively at all times. Comprehensive risk assessments are in place to help keep them safe. Due to the absence of any episodes of going missing, the manager has ensured that staff are kept apprised of the procedures should any child go missing, by having regular discussions in team meetings.

Members of the staff team understand how to safeguard young people, including those who are additionally vulnerable because of their disabilities. They receive regular training in this area. Safeguarding young people is a key component of care planning and delivery.

Behaviour is managed well, using praise and distraction. Sanctions are not used, as most young people would not understand or benefit from this concept. Restraints are used to avoid injury to children. Most of these amount to gentle guided holds to remove them from potential danger or the risk of harming one another. The majority of restraints are documented appropriately. However, on one occasion, the senior member of staff who was involved in a restraint also gave the management overview. This was pointed out to the manager on the day of the inspection and she took immediate action.

Staff working in the home are of a high calibre. They are child-centred and well trained in caring for young people with complex needs. They are supported well to carry out their caring tasks through training, supervision and annual appraisals. Staff members commented, 'We are a close team and work well together,' and, 'The managers are very approachable and very much hands on.' This ensures that staff are consistent and that they provide a continuity of care to young people.

The home has effective monitoring systems in place. The manager continues to monitor and review areas for development and the young people's progress.

Regulation 44 and 45 reports and the recently reviewed statement of purpose are submitted in a timely manner and provide an excellent level of detail and analysis. The manager uses a range of templates and tools to review patterns and trends related to the young people's progress effectively.

There has been one complaint made since the last inspection. This was from a parent and was in relation to her child's stay at the service being cancelled at short notice. The manager dealt with this complaint very sensitively, explaining in writing that this occurred due to an emergency admission.

Information about this children's home

This service provides short-term breaks for up to eight young people who have emotional and/or behavioural difficulties, and/or physical disabilities and/or learning disabilities. In addition, one child is able to live at the home. The home is owned and managed by the local authority.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/11/2016	Full	Outstanding
21/03/2016	Interim	Improved effectiveness
13/10/2015	Full	Outstanding
24/03/2015	Interim	Improved effectiveness

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

Recommendation

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

- 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. ('Guide to the children's home regulations including the quality standards', page 46, paragraph 9.36) In particular, ensure that a manager who is not involved in the restraint has an overview of the written documentation.

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 that 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 whom 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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