

SC036026

Registered provider: Sheffield City Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a local authority. It provides care for up to five children who have emotional and/or behavioural difficulties.

Inspection dates: 25 to 26 July 2017

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected outstanding

The effectiveness of leaders and managers good

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 30 January 2017

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Key findings from this inspection

This children's home is good because:

- Young people are cared for by staff who take the time to really get to know their individual skills and talents. They support and encourage young people to build on these.
- Young people are making steady, positive progress in education and training.
- Young people are protected exceptionally well by flexible and comprehensive safeguarding practices.
- Strong systems for monitoring and auditing practice result in a high standard of care for young people.

The children's home's areas for development:

- Young people would benefit from more work to help them understand their life histories.
- Young people require access to the internet within the home to assist with their education.
- Supervision records could be clearer with actions identified for the coming month.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/01/2017	Interim	Sustained effectiveness
12/04/2016	Full	Good
29/12/2015	Interim	Declined in effectiveness
30/06/2015	Full	Requires improvement

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

Recommendations

- Children should have access to a computer and the internet to support their education and learning, unless there are specific safeguarding reasons why this would be inappropriate. ('Guide to the children's homes regulations including the quality standards', page 29, paragraph 5.19)
- Staff should understand their important role in encouraging the child to reflect on and understand their history, according to their age and understanding. Staff should keep and encourage children to keep appropriate memorabilia of the time spent living at the home and help them record significant life events. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.5)

Inspection judgements

Overall experiences and progress of children and young people: good

All the young people in the home are making good progress from their starting points because staff invest time and effort into helping them to achieve their goals. For example, a member of staff takes one young person to sing in youth events around the country. Another young person who arrived in the country unable to read or write in English or his home language can now do so in both.

All the young people take part in education or training. One young person has progressed to full-time education after three years with very little attendance. Another young person is attaining expected levels despite English not being his first spoken language.

Young people develop a strong sense of belonging because of the quality of the relationships between them and the staff team. Social workers reported that the young people do not want to leave even when plans are to return home. Staff have great respect for young people and their experiences. One member of staff commented that a young person, 'Has taught us so much about human endurance.'

The lives of young people are enriched by a variety of recreational activities, tailored to suit their individual interests and talents such as joining the gym and singing lessons. The faith-based needs of young people are particularly well met. A prayer room has been created within the home. Young people are supported to attend the local mosque and to celebrate religious and cultural customs. The home's magazine is translated into different languages.

The health needs of young people are promoted diligently, with staff helping one young person to develop a healthy lifestyle and as a result helping him to lose a significant amount of weight. As a result, he says that he feels more confident and positive. Other young people have been supported to develop strong relationships with the looked after children nurse who plays a significant role in addressing their sexual health needs. As detailed in the home's statement of purpose, staff receive guidance from a therapeutic team and young people receive timely help to meet their emotional needs.

Young people who are new to the home are introduced sensitively with a welcome pack, a soft toy and an informative guide. Staff have consulted with young people on the contents of this and acted upon their views to make it more attractive and useful to new young people. When young people move on from the home, staff continue to support them as appropriate. One young person who has moved on wrote in the comments book, 'The staff are committed to changing people's lives.'

Young people are regularly consulted through individual sessions when their views are recorded. They write articles for the home's magazine and the home has set up a specific e-mail address where they can post their comments.

Because of the strength of the relationships between young people and the staff, the boundaries in place to improve their behaviours are successful. A restorative approach is used with regard to behaviour management, resulting in very little need for sanctions or physical intervention.

Staff support the relationships between young people and their families well. Staff recognise the importance that these relationships play in the lives of the young people and are instrumental in improving them. One parent commented that the home was so good, she would move in there herself if she could.

Young people would benefit from more work to help them understand significant events in their lives and their life histories.

How well children and young people are helped and protected: outstanding

There are meticulous arrangements for staying in touch with young people when they are away from the home. Although young people grumble about this, because of the strength of the relationships that exist between them and the staff they adhere to them. This reduces the risk of harm to young people. Staff also use flexible and creative ways to safeguard young people. For example, they set up daily visiting to one young person who refused to return from contact with family, maintaining a dialogue with all concerned. Through collaboration with the young person, the family, the police and social worker, a compromise was agreed and the young person returned to the care of the home.

The vulnerabilities of young people are well known by staff. These are reflected in comprehensive risk assessments which are updated regularly in response to any new information. A requirement in respect of this is met.

Effective missing from home procedures and protocols in place ensure a well-coordinated response by staff when young people go missing. Staff are assiduous in challenging placing authorities when return home interviews are not carried out.

Well-established and effective working relationships with the police result in a two-way flow of information about any potential risks to the young people. Police attend strategy meetings and have established relationships with the young people.

Staff respond to any information about potential risk. Room searches, when required, are carried out in accordance with guidance and recorded appropriately. A requirement in respect of this is met.

The effectiveness of leaders and managers: good

The managers apply a systematic and thorough auditing of the quality of care that young people receive. This enables shortfalls to be swiftly identified. It also results in the progress of young people being monitored effectively. Where challenges present themselves, solutions are quickly found.

The leadership team members are proactive in building relationships with the community. They attend community meetings and have regular contact with neighbours. Young people attend a variety of events held in the area. This helps young people to learn how to respect others and to participate in the local community.

Young people's achievements are recognised and celebrated through certificates, photographs and earning extra pocket money. A member of staff has entered one young person for a national achievement award.

The manager and staff are appropriately qualified. There is good access to training, ensuring that staff learn new knowledge and skills. Supervision is regular. However, the recording lacks clarity and would be more effective if actions were more clearly identified.

The manager is working to develop an increased sense of ownership and accountability among staff for delivering quality care to the young people. Staff are responding positively to this. One new member of staff feels that his confidence has grown because he has been given areas of responsibility and is well supported.

In line with the statement of purpose, the manager is gathering the views of young people, parents and other professionals in order to inform the review of the quality of care. A requirement in respect of this is met.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC036026

Provision sub-type: Children's home

Registered provider: Sheffield City Council

Registered provider address: Town Hall, Pinstone Street, Sheffield S1 2HH

Responsible individual: Carly Speechley

Registered manager: Patrick McGeeney

Inspector

Janet Black: social care inspector

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