

Children's homes – Interim inspection

Inspection date	23/02/2017
Unique reference number	SC036186
Type of inspection	Interim
Provision subtype	Children's home
Registered manager	Deborah Hill
Inspector	Phillip Morris

Inspection date	23/02/2017
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. This service continues to provide outstanding care and experiences for young people. Young people enjoy their short breaks. They have fun, laugh, and have positive experiences, made special by the staff team. This helps young people to make progress, especially in relation to their physical and psychological development, which is of primary concern for the manager and staff. The manager and staff implement, to good effect, creative methods of helping young people to improve their physical development. For example, one young person was encouraged to make handprints on the walls around the home. This provided for both a sensory and physical experience for the young person. Young people occupy the same rooms when they return for their breaks, and rooms are personalised to the likes and tastes of each young person. The manager and staff perform a crucial role in supporting families. The service provides a range of services to help families, especially during times of crisis. These include providing additional nights of accommodation for young people if needed, and outreach support to help families. This support helps families to care for their young people, and is valued by families who use the service. One parent wrote, 'I wanted to say thank you for the extra help and support you have given my family and me. I believe my family would have been in crisis if it was not for the extra help and support we have received.' The health needs of young people continue to be a key priority for the manager and staff. Careful consideration and detailed planning help to determine how the young people's health needs are met. Changes to health information are integrated into the young people's health care plans so that staff can provide the best possible care. The staff team and manager receive ongoing advice and support from an occupational therapist and physiotherapist, together with more specialised training provided by community disability nurses. This means that the staff team receive the training and guidance they need to provide good health care to young people. Since the last inspection, on one occasion a young person was not given the correct medication. The registered manager took rapid and effective action to investigate this mistake and ensured that the processes for dispensing of medication are now robust.	

The staff team have managed incidents of difficult behaviour well. At times when young people have displayed aggressive behaviours towards staff and others, the staff have had to intervene to keep the young people safe. All staff have received training in physical intervention, but work hard to prevent situations deteriorating to the level necessitating physical intervention. Young people benefit from detailed behaviour management plans. The staff understand and implement these plans well, which has a positive effect on young people's behaviours.

The manager and staff work well with partner agencies, including social workers and education and health staff. Good communication, through regular meetings taking place, helps the staff to work effectively as part of the wider multi-agency network that helps to keep young people safe and meets their welfare needs.

The registered manager responded well to meeting the requirement and recommendation made at the last inspection. The manager has implemented new processes which ensure that, following a physical intervention taking place, detailed recordings of what took place, including the debriefs of staff and young people, are carried out in the required timescales. The manager has now developed a workforce development plan. This is aligned with the overall service development plan. Both plans set out the strategic aims and objectives of the service over the next 12 months, and both are ambitious and aim to drive up standards for the benefit of young people.

Staff have completed mandatory training, such as safeguarding training, and have updated their knowledge and skills in caring for young people who have disabilities. The manager has also ensured that staff have undertaken training in understanding child sexual exploitation and hate crime. The manager wants to ensure that staff have a wide range of skills and knowledge should they encounter these problems. New staff to the service have benefited from a comprehensive induction, which includes professional supervision and spending several months observing and working with more experienced colleagues before getting to work directly with young people. This affords these new staff the time to develop their knowledge, confidence and relationships with young people they are caring for.

Information about this children's home

A local authority operates this registered children's home. The home provides care for up to eight children and young people who have learning and/or physical disabilities, including sensory impairment, under short-break arrangements.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/10/2016	Full	Outstanding
23/03/2016	Interim	Sustained effectiveness
13/01/2016	Full	Outstanding
12/03/2015	Interim	Improved effectiveness

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

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 (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (Reg 23(1))	06/04/2017

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 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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