

Inspection report for children's home

Unique reference number	SC037910
Inspector	Kevin Whatley
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Hampshire County Council
Registered person address	Hampshire County Council The Castle WINCHESTER Hampshire SO23 8ZB
Responsible individual	Susan Lomax
Registered manager	Tamara Julia Pearcey
Date of last inspection	04/11/2014

Inspection date	27/03/2015
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Previous inspection	outstanding
Enforcement action since last inspection	none

This inspection

This home was judged outstanding at the last full inspection. At this interim inspection Ofsted judge that it has **sustained effectiveness**.

The home has sustained effectiveness since the last inspection, in November 2014. No requirements or recommendations were made on that occasion. One recommendation is made as a result of this inspection.

The home continues to make progress in a number of areas with the individual needs of young people remaining the guiding principle of care and practice. An experienced and skilled Registered Manager continues to lead a stable, committed and motivated staff team who consistently deliver high quality care and intervention. As a result young people benefit hugely from a stable and settled environment where their specific needs are always placed first.

In a vast majority of cases records accurately reflect the daily lives of young people. This includes the reporting of incidents that required the use of physical intervention. Restraints are only used when necessary and are applied for the shortest periods of time to ensure the safety and well-being of young people, staff and property. However one record of a physical intervention did not accurately reflect the length of time a measure was implemented; although this was evident in other logs. This shortfall was acknowledged and did not place young people at risk of harm.

Young people speak extremely positively of the home and, in particular, the standard of care they receive. Comments included: 'staff really care...I feel safe and I am well looked after.' The home is settled and relaxed, with young people and staff sharing very positive and meaningful relationships. Staff have a deep understanding of the individual needs of young people and encourage them to lead productive lifestyles. This is seen in the lively and busy goings on of the day with young people actively engaged in the daily routines of the home.

The atmosphere of the home promotes learning with attendance rates in education being very good; for some young people such levels of engagement are excellent given their starting points. A number of young people are preparing to undertake exams and are obviously a little anxious. An excellent pro-active approach has seen staff undertake training around supporting young people with GCSE's with additional learning resources brought into the home; for example relevant subject DVD's which staff go through with young people after school. Close working relationships with schools and colleges ensure an excellent level of communication is maintained, further assisting young people to remain in education through difficult periods. This approach emphasises the importance of learning and fully promotes the need for young people in care to receive equality and appreciation.

Young people live in a home that provides them with excellent standards of accommodation. Since the last inspection a new kitchen has been installed, which was designed in consultation with young people. This has been completed to a high specification in a modern contemporary style. During the construction phase all young people were able to sign the back of some wall tiles before they were fitted. This lovely and thoughtful touch was geared to giving young people clear messages as to how important they are to the home now and in the future. Young people were able to describe what this meant for them and indeed that the kitchen was the heart of the home. The fact young people displayed such insight into this small but significant gesture confirms the depth to which they feel looked after.

This is a home where the strength of relationships with young people continues to enable them to address their complex and challenging behaviours. The notion of mutual respect and understanding permeates the culture of the home with expectations not only being appropriately set and informed by adults, but more importantly by the young people themselves. Some young people are approaching significant transitions in their lives as they move into adulthood and in time their move away from living in care. These young people acknowledge the challenges that lay ahead for them not least the uncertainty that such changes will bring. Nevertheless they also say they are provided with outstanding support and guidance and note that, 'it's a bit scary but I know staff will be there all the way.'

Information about this children's home

The home is owned and managed by a local authority. It is registered to provide care and accommodation for no more than four young people who have complex behavioural and emotional needs.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/11/2014	Full	outstanding
06/11/2013	Interim	good progress
09/04/2013	Full	outstanding
17/12/2012	Interim	good progress

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

Recommendations

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

- ensure that records of restraint accurately detail the length of time specific physical intervention techniques are applied. (NMS 22.1)

What inspection judgements mean

At the interim inspections 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

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.