

SC038780

Registered provider: Blue Mountain Homes Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run children's home provides care and accommodation for up to four children and young people who have emotional and behavioural difficulties.

The registered manager has been registered since 2016.

Inspection dates: 27 to 28 November 2019

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

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

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

Date of last inspection: 18 April 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/04/2018	Full	Good
04/05/2017	Full	Good
13/12/2016	Interim	Declined in effectiveness
17/08/2016	Full	Good

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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 ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))	02/01/2020
When the independent person is carrying out the visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working in the home as the independent person requires. (Regulation 44 (2)(a))	02/01/2020
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans. (Regulation 10 (1)(a)(b)(2)(a)(i))	02/01/2020

Recommendations

- The registered person must have systems in place so that all staff, including the manager, receive supervision of their practice, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13)

Inspection judgements

Overall experiences and progress of children and young people: good

Young people receive care and support from a dedicated staff team. They make progress in all areas of their lives. Young people said that they always feel happy and well supported by the staff. One young person said: 'It is a lot better than I feared, living in a children's home. The staff look after me really well and I am happy here.'

Young people make progress in relation to their education, training and employment. One young person, who has recently moved into the home, does not yet have education in place. The manager is working closely with the placing authority and virtual school head to secure suitable education. Other young people attend education regularly. One young person has secured paid employment this year. This has increased their confidence and independence skills.

The health needs of young people are understood and are largely met. Case records reflect the current and presenting health needs of young people. However, not every young person has a clear health plan. This impairs staff's ability to monitor and track young people's health and well-being. A requirement has been set to address this shortfall.

Staff support young people to learn and practise independence skills. This includes supporting young people to be responsible for managing their own food budget. Young people learn how to buy their own food and cook it. This increases their confidence and prepares them well for their eventual move to adult life.

Young people feel supported to visit and keep in touch with family members and significant others. Their friends and family are made to feel welcome and they visit the home to see them. This promotes a sense of value and belonging.

Young people know how to make a complaint or raise any issues they may have. However, the recording of complaints is not consistent. One recent complaint from an external person had not been responded to by the manager. One young person reported that they had raised issues but stated that they had not been responded to by the manager. A requirement has been set to address this shortfall.

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

Young people become increasingly safe, due to the care and support provided to them. Staff understand the risk factors and have detailed risk assessments in place. Records reflect staff considering how young people can reduce any risky or potentially dangerous behaviours and supporting them to do so. Young people become increasingly safe as a result of such action by staff.

Staff respond quickly and proactively to any incidents of young people going missing

from care. They have a close working relationship with the local police. Staff have detailed protocols in place and they follow them. The manager has ensured that when young people return from being missing, independent return home interviews are carried out. The recommendation made at the last inspection has been met.

One placing social worker commented on the significant improvements noted for one young person. They reported that since moving to this home, incidents of going missing have significantly reduced. They also reported an increase in the young person's self-esteem and safety. Another social worker confirmed that young people's safety plans are put in place and are followed.

Staff know the young people well. They understand their behaviours and ensure that consistent and clear boundaries are put in place. Over time, young people learn to consider and manage their own behaviour better. They demonstrate an insight into the concerning behaviours they previously displayed.

Recruitment procedures for new staff are robust and prevent unsuitable adults from being able to work with vulnerable children or young people.

The effectiveness of leaders and managers: good

The registered manager has worked for this organisation, and within residential settings, for many years. She has the skills, qualifications and experience necessary for the role. She is passionate about the young people she cares for. She sets high expectations for them to achieve to their full potential. She is supported by a committed and dedicated staff team.

Managers and staff demonstrate clear and commendable insight and understanding of young people's needs and issues. They work at the young people's pace to address concerns and make improvements. Staff and managers take great pride in the achievements of young people every day. They celebrate their successes and support them at difficult stages of their lives. They show compassion and a genuine desire to improve the outcomes for young people.

Since the last inspection, the manager has ensured that all relevant staff have either enrolled on, or completed, their level 3 qualification. The manager has taken effective action to ensure that the qualification of staff has been considered and monitored. The requirement set at the last inspection has been met.

Staff receive regular supervision and annual appraisals of their performance. They have access to a wide range of training and development opportunities. However, the manager did not receive formal supervision for five months earlier this year. Given the demands of the role, it is important that regular and planned supervision takes place. The requirement set at the last inspection has been met in relation to supervision of staff members. A recommendation has been made, following this inspection, to ensure that the manager receives regular formal supervision and support.

An independent person visits the home each month. They consider all aspects of the care and support provided to young people. They produce detailed reports, which can include recommendations for how improvements could be made. However, the independent person has not consistently attempted to speak with young people, staff working in the home or placing social workers. This would add value to the reports and could identify areas of need or shortfalls.

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: SC038780

Provision sub-type: Children's home

Registered provider: Blue Mountain Homes Limited

Registered provider address: Flat 17, Leeland Mansions, Leeland Road, London W13 9HE

Responsible individual: Pradeep Manaktala

Registered manager: Lisa Owens

Inspector

Tracy Murty, social care inspector

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