

Children's homes - interim inspection

Inspection date	15/03/2016
Unique reference number	SC039038
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Leicester City Council
Registered person address	New Walk Centre, Welford Place, LEICESTER, LE1 6ZG

Responsible individual	Michael Evans
Registered manager	Ranjit Bains
Inspector	Caroline Brailsford

Inspection date	15/03/2016
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 judge that it has sustained effectiveness. The home continues to provide outstanding care to young people. They feel a sense of belonging and they experience warmth and commitment from skilled staff who care for them very well. Young people's experiences during their time at the home are consistently positive. They confirm that they feel happy living in the home. Young people only move to another setting when they are ready to do so and not because their placement has failed, or does not suit them. The momentum of progress starts when they are admitted and consistently continues until the day they leave. Staff think about positive endings for young people and help them to reflect on their memories, from their time at the home. For example, they gather photographs of the good times and memorabilia for young people to take away with them. This is very significant for some young people because they have a learning disability and may find it more difficult to make sense of their time at the home. Staff also stay in touch with young people wherever this is appropriate, so that young people always know that they are cared about. Transitions in and out of the home are always managed very well and at the young person's own pace. Each part of the transition is evaluated to check that the pace is right for them. This ensures that their transition is extremely well managed and that there is no room for progress to drift. Young people present with some very complex needs and difficult behaviours. Staff have a very positive attitude to behaviour saying 'adults are the ones who find it challenging'. They are extremely positive about each young person's personality and communication style. Staff also understand that young people's behaviour is part of their communication and always listen with a very positive attitude. Young people are highly respected for their attributes and staff appear to genuinely care about them saying, 'we don't care about control and compliance we care about young people'. Young people are only restrained when they present a danger to themselves, or someone else, and in order to keep them safe. There is excellent management oversight of the records, ensuring that every opportunity is taken to	

reflect and learn from each incident.

There have been no complaints, no young people missing and very few notifications to Ofsted since the last inspection. This reflects a very settled home, despite young people's complex needs. The safeguarding culture is progressive and where there have been two allegations from young people about staff, the young person's voice has been clearly heard. Responses have been effective in protecting young people and staff are clear that this is conducive to the positive safeguarding culture.

The manager ensures this excellent safeguarding culture positively influences other professionals to aspire for better safeguarding practice. For example, staff have a training event planned for school vehicle escorts, to increase their knowledge and understanding of young people's complex issues, behaviour and vulnerability.

Young people have made some excellent progress. Progress is particularly notable with behaviour. One social worker commented 'they are absolutely brilliant' and that the young person is 'so much more settled'. Staff gave several examples of improved behaviour. One young person is more able to sit at the dinner table and manage their behaviour around eating and drinking, which is very significant and positive for them, given their starting point. This improved behaviour allows for more progress in other areas such as with education and experiencing new activities. Young people's confidence improves and their lives are enriched by new and more positive experiences.

There are very close working relationships with parents. One social worker commented on this being a strength of the home saying 'they never give up' and 'contacts improve'. Young people's family relationships are significantly better because of staffs' support in this area. Joint working with other professionals is also a priority. There are reports of very positive relationships with health professionals such as the Looked After Children nurse and local community mental health professionals.

The registered manager is well supported by three assistant managers. All work extremely well together, to ensure that the quality of care remains outstanding. They seek to find better ways of working and they ensure that progress in the home does not stand still. Staff and other professionals have nothing but praise for the managers and their comments include they are 'strong', 'wonderful,' and 'exceptional'. In addition, an independent visitor robustly reports on the home's effectiveness each month. Progress is evidenced through these reports, where actions are dealt with swiftly.

The registered manager has ensured that the recommendation from the last inspection has been met and there are improvements to a young person's bathroom, which make it more suitable and pleasant. No shortfalls have been identified at this inspection.

Information about this children's home

This home is owned by a local authority and registered to provide care to seven young people who have learning disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/07/2015	Full	Outstanding
24/03/2015	Interim	Sustained effectiveness
12/11/2014	Full	Outstanding

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 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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