

Children's homes inspection - Full

Inspection date	12/01/2016
Unique reference number	SC039676
Type of inspection	Full
Provision subtype	Children's home
Registered person	Lancashire County Council
Registered person address	PO Box 78, County Hall, Fishergate, Preston, PR1 8XJ

Responsible individual	Paul McIntyre
Registered manager	Susan Sewell
Inspector	Caroline Jones

Inspection date	12/01/2016
Previous inspection judgement	sustained effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Good

SC039676

Summary of findings

The children's home provision is good because:

- Young people and their families are highly satisfied with the service. They 'love' their short break stays and experience new opportunities, alongside their friends. This helps to develop their confidence further.
- A stable, committed and experienced staff team forge trusting and secure relationships with young people and their families. As a result, they all enjoy their time away from home and their families are safe in the knowledge that their children receive safe and high quality care.
- Leadership and management are strong and effective, setting high standards of child centred practice, which are followed through by the staff.
- Young people are learning from new experiences, such as having their hair cut for the first time, enjoying meals out and camping holidays.

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 with the given timescales.

Requirement	Due date
33: Employment of staff: (4)(c) ensure that appraisals are completed with the staff at least annually.	05/02/2016

Full report

Information about this children's home

This is a short-break children's home operated by a local authority. It provides care and accommodation for up to 10 young people with physical and learning disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/03/2015	CH - Interim	sustained effectiveness
22/10/2014	CH - Full	Good
15/10/2013	CH - Interim	Good Progress

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	good
Positive relationships from a stable and consistent staff team are the bedrock of the success here. The staff have worked here for many years and know each young person and their families very well. This provides for a familiar environment for them to settle, develop and feel safe and secure during their time away from home. Parents report that their children enjoy coming to the home and 'pack their bag happily' for their overnight stay. They also say that; 'the staff are brilliant, they care, no concerns at all, very happy.' Young people including those who cannot verbally communicate are supported to express themselves as individuals and their choices are gained through various methods such as; pictorial exchange and by staff knowing their individual gestures very well. They choose activities, such as eating out at restaurant, country walks, baking, art, playing in the garden and camping trips. They receive praise, awards and certificates to celebrate their achievements. These experiences help to build new skills and confidence. Each young person's short stay is thoughtfully planned in advance around their particular needs and friendship group. Also some young people are mentoring others to build skills and to help new young people settle. These practices also enable them to build peer relationships. Care plans are detailed and underpin care practice. Furthermore, excellent partnership working with young people's families makes sure that all of them receive high quality care. Although parents remain responsible for education and health, staff have built up effective relationships with partner agencies and attend meetings, provide reports and liaise regularly with all professionals to share information in the best interest of young people and their families. Furthermore, staff are trained in first aid, epilepsy and safe administration of medication. A recent error has occurred in that medication was given later than planned to a young person. This was rectified and a full investigation has led to improved practices in administration. The staff support young people to move on to adult placements, in line with their care plans. They work alongside parents, visited new homes and plan thoroughly to enable a smooth transition. All young people have parties or activities when they are due to leave this home, and receive mementos that capture their many years staying over at the home.	

	Judgement grade
How well children and young people are helped and protected	good
The safety and protection of young people during their stay is at the heart of care practice. Their families have a strong sense of safety during their children's time away from home. Staff receive regular quality training in safeguarding and fully understand how to protect young people with disabilities. Policies and procedures are in place to guide staff practice and risk assessments identify and manage risks. This complements the culture of safety and protection in the home. Effective links with the safeguarding board are in place and there are no reported incidents of young people going missing or any allegations against the staff. The staff fully understand young people's needs and have developed strategies to manage their individual behaviours successfully. As a result, there are minimal physical interventions with young people, only one in the last eighteen months. A full review by the Registered Manager takes place to ensure the appropriateness. All staff also receive regular training in a certified method of physical intervention and an advanced trainer is part of the team to inform of the latest research and developments in care practice. Young people live in a physically safe environment where they are protected by well managed health and safety procedures. Trained experts within the local authority assess and review fire safety and health and safety matters. Fire drills are also undertaken to ensure young people and the staff are aware of an escape route.	

	Judgement grade
The impact and effectiveness of leaders and managers	good
This short break home is managed very well by an experienced and qualified Registered Manager who has been in post in 2007. She motivates the staff team and for many years has maintained a stable, consistent and committed staff team. This is a key strength of the home. There are currently two senior staff who deputise in his absence. Again, they have a wealth of experience and a recognised management qualification. Together they ensure the smooth running of the home. The local authority is currently in a process of change and due to other home	

closures, this home is expanding its service and staff team. The Registered Manager's development plan supports this and identifies areas for improvement and opportunity. During this time all families have continued to receive a high quality service. This demonstrates the effectiveness of the leaders and managers and their commitment to young people.

Young people's care is scrutinised by effective systems of monthly monitoring, by the Registered Manager. This informs her quality review of the service and she is well aware of the strengths and areas for improvement, such as identifying further activities, securing Wi-Fi and improving the décor of the home.

Staff follow detailed guidance, policies and procedures to support their care practice, they receive regular training, are suitably qualified and have a wealth of experience in working with young people with disabilities. Supervisions are recorded and demonstrate a reflective approach to care practice. However, not all the staff have had their annual appraisal of their practice. The Registered Manager openly accepts this and plans are underway to address this in the near future.

The home's written records are good and provide a picture of young people's daily living during their stay. Furthermore, booklets capture each young person's, progress and time spent during their stay over the many years. These are filled with photographs of them enjoying life and are all meaningful memories for them to look back on. Their information is securely stored and shared confidentially to protect their safety and privacy.

The culture of embracing difference is prevalent within the homes' ethos. The staff value each young person's talents and have high aspirations for them in achieving their potential. Their genuine warmth, respect and understanding with young people was observed during the inspection.

The staff team is diverse, which provides role models for young people. Partnership working with young people's families is very good and coffee mornings are held to gain their views and feedback, to continually improve the service.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

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 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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