

Children's homes inspection - Full

Inspection date	03/11/2015
Unique reference number	SC040509
Type of inspection	Full
Provision subtype	Children's home
Registered person	Salford City Council
Registered person address	Civic Centre, Chorley Road, Swinton, MANCHESTER, M27 5DA

Responsible individual	Michael Kelly
Registered manager	Vicki Blood
Inspector	Anthony Kyem

Inspection date	03/11/2015
Previous inspection judgement	Declined in effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Outstanding
The children's home provides highly effective services that consistently exceeds the standards of good. The actions of the home contribute to significantly improved outcomes for children and young people who need help, protection and care.	
how well children and young people are helped and protected	Outstanding
the impact and effectiveness of leaders and managers	Outstanding

SC040509

Summary of findings

The children's home provision is outstanding because:

- Young people benefit from exceptionally well planned, highly personalised care that promotes their needs very effectively. Young people make exceptional progress across all aspects of their welfare, physical, social, emotional and behavioural development.
- Young people enjoy exceptionally good relationships with staff and they sustain their positive attachments. Staff provide young people with continuity of care so they have stability and consistency in their lives acting as positive mentors for young people.
- Staff strive to achieve the best outcomes possible for young people. They maintain highly effective partnerships with their families, social workers, schools, health workers, independent reviewing officers to meet their specific needs.
- The home can demonstrate the positive difference it has made the lives of young people and there is evidence of significant change and improvement for young people.
- Young people become increasingly safer but of the actions staff take to support and protect them. Risk taking behaviours, such as self-harm, offending, drug use and going missing from care for long periods have reduced, considerably.
- There are no breaches in regulation. Consequently, there are no recommendations or requirements made, as result of this inspection.

Full report

Information about this children's home

This section should outline:

- The home is registered to provide care and accommodation for up to 3 young people who may have emotional and/or behavioural difficulties.
- The home is owned and managed by the local authority.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/03/2015	CH - Interim	declined in effectiveness
12/09/2014	CH - Full	Outstanding
17/02/2014	CH - Interim	Satisfactory Progress
10/07/2013	CH - Full	Outstanding

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Outstanding
Young make exceptional progress in relation to their individual starting points across all aspects of their welfare, physical, social, emotional and behavioural development. They benefit from exceptionally well-planned, highly individualised care and staff promote their needs effectively. Young people enjoy living at the home where they feel safe, thrive and have a strong sense of personal safety. Young people have exceptionally positive and trusting relationships with staff. They benefit from continuity of care so they have consistency and stability in their lives. Consequently, they have a strong sense of permanence and belonging. Young people report, 'I like the staff. They're funny. They're like family. This is like a proper home...I enjoy living here. It's a place where you can be safe and you're well looked after. I have lived in eleven different placements and this one's the best.' Young people become healthier as a result of the extensive support provided to them. Staff advise young people about key health issues and actively encourage them to lead and maintain a healthy lifestyle. As a result, young people make positive lifestyle decisions and take responsibility for their own health and well-being. Risk taking behaviours, such as drug use, smoking, sexually harmful behaviours and self-harm have decreased, considerably. Young people benefit from effective support from caring and capable staff. Staff ensure young people have access to a range of health services to promote their physical and emotional well-being. Medical consent is in place and staff are clear about the health decisions and responsibilities that are delegated to them. The arrangements for the controlled storage and administration of young people's medication, are safe and effective. Staff work closely with all health professionals and specialist services to promote young people's positive health. The Nurse for Looked After Children reports, 'I deal with young people health needs assessments. I will visit the home whenever they need me. The staff are always welcoming and accommodating and with their support we get to see the young people. The young people have good relationships with staff. Staff seek our advice appropriately...The staff are lovely and you can see they care for, and know about the young people.' Staff build and maintain effective partnerships with the families of young people. They help young people to make sense of their past experiences and they support	

them to move forward and plan for the future. Young people are involved in all aspects of their plans so they can influence their care and support. Their views, feelings and wishes are treated seriously and they are able to influence the running of their home. Consequently, they feel respected, empowered and involved.

Staff actively promote contact for young people and ensure contact is a positive and safe experience for them. Young people benefit from the support they need to sustain their close relationships with the people who are most important to them. Young people report, 'The home's out of the way. I want to be where all of my friends and family are. Staff take me to visit my nans and my mums...I like Lisa, John and Rachel, they're my favourite staff.'

Staff consistently have high aspirations for young people. They ensure they attend school or alternative educational provision, regularly. Young people's educational attendance has improved, significantly taking into account their individual starting points. School leavers attend college to further their education and this enables them to pursue their aspirations and educational goals.

Young people report, 'I like it. It's been good. The homes nice and quiet and the other kids are alright there. Staff are the best thing about the home, especially Vicky. I never used to go school before, but now, I attend and it's alright again. I wouldn't change anything about the home. It's good, staff are caring and funny.'

Young people benefit from effective support to develop practical skills and emotional resilience. Staff teach young people life skills, such as shopping, cooking and budgeting to promote their readiness for independence. They support young people to take controlled and appropriate risks to promote their growth and natural development. Consequently, young people become more resilient and self-confident and are better prepared for the world of adulthood.

Staff provide young people with positive and enjoyable activities both at home and in the wider community. This helps young people to develop social skills, have interests, and hobbies. Young people benefit from constructive and age appropriate activities, such as pamper nights, bike riding, fishing, cinema, theme parks and caravan holidays, where they get to spend quality time with staff.

	Judgement grade
How well children and young people are helped and protected	Outstanding
Staff consistently and pro-actively place the welfare and safety of young people at the centre of their practice irrespective of the challenges this presents. They have an exceptionally good understanding of the needs and vulnerabilities of young people and take appropriate action, to address them. Risks associated with young people are well known and understood by staff. The use of clear risk assessment, effective behaviour management strategies and pro-active safe working practice promote the safety of young people. There is evidence of significant change and improvement for young people. Young people become increasingly safer because of the actions staff take to support and protect them. Staff have helped young people to reduce their risk taking behaviours significantly, including the risk of exploitation, going missing from care, offending, self-harm and drug use. Consequently, young people are safer and are less likely to suffer actual harm. Staff actively promote and encourage the development of young people's positive behaviour. They teach them how to resolve their conflicts positively and how to maintain positive relationships, with each other. As a result, disagreements are usually short lived and staff help young people to reflect on the consequences and implications of their behaviour. Harmonious relationships are actively encouraged within the home. None of the young people spoken too felt that bullying was an issue within the home. Sanctions are kept to an absolute minimum, they are fair and proportionate with good use of incentives and rewards to reinforce positive behaviours. Restraint is only ever used, as a last resort to protect young people from harm. There have been no restraints since the previous inspection. Staff understand how young people's strong feelings and emotions can quickly be communicated through difficult and often challenging behaviour. Young people benefit from effective support from staff to help them self-regulate and manage their own feelings and behaviour. Young people report, 'they understand my behaviour and they give me strategies to help me calm down, like going for a walk or going to my room...They also help me to see my family and help me with my independence. I think it's a really, really good home.' The frequency with which young people go missing from care has reduced, considerably. However, when young people do go missing or are absent from the home, staff actively look for them, and follow effective procedures to promote their safe return. The home maintains highly effective partnerships with the police, social workers and other safeguarding agencies to promote the safety of young	

people. They report significant concerns to the appropriate authorities so that action can be taken by those charged with a duty to protect young people. Consequently, young people are appropriately supported and protected.

Staff are trained in child protection so they know how to deal with allegations and report suspected abuse. Young people are protected from abuse and all other forms of significant harm, including child sexual exploitation. Staff employed are selected and vetted carefully to protect young people from unsuitable people.

	Judgement grade
The impact and effectiveness of leaders and managers	Outstanding
Requirements and recommendations from the last inspection have been addressed and met. Young people now attend education regularly and there are effective arrangements made to promote the safety of young people. The group dynamic has changed since the previous inspection and this has made a positive difference to the progress and experiences of young people. The needs of new admissions are now assessed more thoroughly to ensure their needs can be met, by the home. As a result, young people are now appropriately placed and matched. The home employs a well-qualified and extremely experienced Registered Manager who exercises effective leadership of the home. Consequently, young people benefit from a home that is managed efficiently and effectively, in way that promotes positive outcomes for them. Leaders and managers are consistently ambitious and energetic about sustaining the home's improvement. The performance of the home is monitored effectively, to improve the standard and quality of young people's care. Leaders and managers have an exceptionally good understanding of the home's strengths and weaknesses. Robust monitoring activities and development plans are used to secure, improvement. Leaders and managers effectively prioritise the needs of young people. They routinely monitor the progress they make and can demonstrate the positive difference and value the home has made to the lives of young people. They maintain highly effective partnerships with their families, schools, social workers, independent reviewing officers to secure, positive outcomes for young people. The home works in close partnership with a diverse range of professional agencies to ensure young people benefit from the best possible help and support. The accommodation provided for young people is physically safe and appropriately secure. Health and safety matters are addressed effectively to promote a safe	

environment for young people. The location of the home is safe and suitable for young people. The manager has produced an annual report to ensure risks associated within the home's location are identified and these are well known and understood by staff. Consequently, staff can advise young people how to manage these risks safely.

The home meets the aims and objectives of its Statement of Purpose in delivering a high quality service for young people. Young people benefit from a stable, well qualified, trained and highly experienced staff team who provide them with effective, high quality support that results in sustained improvement to the lives of young people.

Staff benefit from effective support and regular professional supervision that is consistently focussed on the specific needs of young people living at the home. Staff are enthusiastic about their roles and their efforts are channelled effectively. Collectively, staff provide young people with a broad range of skills, knowledge and experiences that young people benefit and learn from.

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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