

Inspection report for children's home

Unique reference number	SC040509
Inspector	Maria McGranaghan
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	Ganiatu Martins
Registered manager	Vicki Ann Blood
Date of last inspection	17/02/2014

Inspection date	12/09/2014
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Previous inspection	satisfactory progress
Enforcement action since last inspection	N/A

This inspection	
Overall effectiveness	outstanding
Outcomes for children and young people	outstanding
Quality of care	outstanding
Keeping children and young people safe	outstanding
Leadership and management	outstanding

Overall effectiveness

Judgement outcome	outstanding
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Young people make excellent progress in the home. Effective routines are in place and this supports continued progress in the areas of behaviour management, social engagement, and educational attainment and achievement.

Young people safety is exceptionally well managed in the home. Strong relationships are formed between staff, parents and young people creating a valuable partnership in the care of the young people living in the home.

The educational achievement for young people is prioritised in the home. Young people attend bespoke educational provisions combining academic studies with vocational learning. Progress is consistent with young people taking positive steps back into education and expressing both their enthusiasm and enjoyment about their new educational experiences.

Young people's care is extremely well planned. A multi-disciplinary approach to individual care ensures young people receive the right support and guidance in order to make sense of their lives and move forward, prepared for the challenges of adult life.

Consultation with young people is at the forefront of the service provided in the

home. Young people are routinely involved in the planning for their care and the decisions being made about the running of the home. It is clear from observation within the home that young people's views and comments are treated with high regard and influence the decisions made within the home.

Young people are looked after by staff that are all qualified at National Vocational Award Level three. In addition, staffs receive consistent training in order to plan and respond to the individual and complex needs of young people living in the home.

The home is very well managed. Excellent internal monitoring systems are in place to ensure that care is reviewed regularly and updated in accordance with the needs of the young people. The manager and staff work diligently to provide unique care packages that positively shape young people's futures.

Full report

Information about this children's home

The home provides care and accommodation for up to three young people of either gender on a medium- to long-term basis. The home is run by a local authority that provides services to support young people with emotional and behavioural problems.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/02/2014	Interim	satisfactory progress
10/07/2013	Full	outstanding
07/03/2013	Interim	good progress
20/11/2012	Full	good

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 the home is well maintained. Specifically, damage caused by a leak is addressed quickly (NMS 10.3)

Inspection judgements

Outcomes for children and young people **outstanding**

The progress young people make is outstanding. From their initial starting point, young people develop trusting relationships with staff and this helps them to engage with exploring their past difficulties and develop skills in order to manage their feelings in a more appropriate way. As a direct result, young people develop self-esteem and confidence in order to take on the challenges in their lives including taking positive steps back into education, developing emotional resilience and their ability to form trusting relationships.

Young people enjoy good health and engage well with activities to support healthy lifestyles. For example, young people regularly cook healthy and nutritious meals with the support of staff. This enables them to learn about the value of nutrients and how to cook nutritious meals on a budget. Likewise, because of young people's participation in sessions such as sexual health, smoking cessation and drugs and alcohol awareness they are suitably equipped to make informed choices and decisions in their lives.

Educational achievement is highly valued in the home. Consequently, young people with a significant history of educational disruption develop self-motivation and aspire to achieve. Young people say, 'I didn't think I would ever want to do education or be an apprentice, but the staff helped me and now I feel like I can do anything. Likewise, young people further comment, 'Staff help me all the time, especially reading. I like reading now.'

Young people benefit from a range of activities both within the home and community. Activities include, drama, singing lessons, cycling, holidays with friends and having friends stay over at the home. Young people say, 'It's not like anywhere else I have lived. It is like a family. We have friends that call round and stay for tea, it feels like a proper home.'

Young people and their families are supported to have meaningful and positive contact. Detailed contact plans are in place to ensure that contact only takes place with whom it has been agreed and this is reviewed on a regular basis. As a result, young people benefit from supported quality time with the people most important to them.

Young people develop in confidence to take on new challenges and opportunities such as independent training. They are enthusiastic and keen participants in daily sessions provided by the staff at the home. As a direct result, young people develop mature attitudes and are confident in their own abilities as they prepare for adult life. A social worker said, 'The young people really benefit from a totally committed team.

They develop in all areas, it is a great home.'

Quality of care

outstanding

Young people live in a relaxed and supportive environment. Staff demonstrate an exceptional understanding of young people's needs and work hard to secure the best outcomes for them. Young people are happy and confident in the company of staff.

Excellent residential plans are in place and are regularly reviewed to ensure the care offered is consistently meeting young people's needs. Likewise, effective partnerships with services such as, child and adolescent mental health service, drug and alcohol workers and the youth offending team assists to highlight the changing needs of young people and ensure the most appropriate steps are taken to address them.

Young people know how to complain. Information is available and includes contact numbers for external agencies. One young person said 'I know how to complain, my keyworker helped me when I wasn't happy about something and she is always asking me if there is anything I am unhappy with. I can talk to all the staff and my family, they are really good and they take the time to listen to me.' Likewise, young people are supported by an independent advocate whom they can share any worries or concerns with independently from the home.

Consultation with young people is prioritised in the home. Young people's consultation meetings regularly take place and provide a forum for young people to discuss how the home can develop and what they feel would make things even better. Furthermore, young people regularly complete the home's consultation document and participate in individual meetings with their keyworker. This enables young people to discuss their individual plans and make comment about the care provided in the home. Young people say, 'I really like it here, it's the best place I have ever lived. The staff really listen to me and understand me.' As a result, young people feel valued and are actively participate in discussions and decisions being made about the home.

Young people's individual health needs are consistently assessed and regularly reviewed. All young people are registered with local health care agencies such as, doctor's, dentist and opticians and this ensures their physical health is suitably maintained. Likewise, health care plans are in place and serve to identify individual health care requirements. For example, young people's emotional health is regularly reviewed and supported by external therapists and counsellors. As a result, young people are provided with a high level of support to understand their individual journey and the tools to take appropriate steps to make positive and effective change.

Young people live in a home where there is a culture of promoting personal achievement and development. Education is viewed with high regard and is fully supported by a creative and enthusiastic staff team. Likewise, staff work diligently with partner agencies to ensure young people are provided with additional educational support where necessary. Consequently, young people are well prepared as they re-embark on their educational journey.

Staff make sure young people are provided with first hand opportunities and experiences to enhance their lives. Regular activities including memberships with local groups and activity centres enable young people to develop essential skills such as making friends. Consequently, young people have developed and sustained friendships within the community and clearly thrive in a home that places their individual needs at the heart of the service provision.

Young people are supported by staff that understand the importance of equality and diversity. Regular consultation sessions assist young people to learn about different cultures, religions and colonial histories whilst enabling them to celebrate their own identity. The home demonstrates a commitment to ensuring young people are afforded opportunities to understand their diverse nation.

Young people live in a spacious welcoming home that blends well into the local community. They are encouraged and supported to make the house into their home and play a significant role in the decision making process around décor and furnishings. On the whole the home is suitably maintained and provides a comfortable and homely environment for young people. However, damage caused by a small leak is in need of repair. Young people live in a relaxed and supportive environment. Staff demonstrate an exceptional understanding of young people's needs and work hard to secure the best outcomes for them. Young people are happy and confident in the company of staff.

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Keeping children and young people safe **outstanding**

The safety of young people is prioritised within the home. Staff receive consistent training in the area of child protection and risk management in order that they are able to respond to suspicions or allegations of abuse.

Consequently, the appropriate measures are in place to ensure the correct procedures are undertaken without delay should a concern arise.

Exceptionally detailed individual risk assessments highlight specific risk factors for young people and the measures to be taken to minimise risk such as, being missing or absent from home. Assessments are regularly updated and reviewed by young people, staff and where appropriate family members. This process provides young people with an opportunity to understand personal risk factors and begin to work with staff in reducing potential risk taking behaviours. Consequently, risk taking behaviours are both significantly and consistently reduced. Young people say 'When I first came to live here I didn't trust anyone and didn't really care about anything. Now I know I have the best staff who care about me and it makes a difference.'

Young people are supported to live together and respect each other as individuals with different life experiences, needs and opinions. Likewise, young people are enabled to learn about behaviours such as bullying both from a victim and perpetrator prospective. Excellent key work sessions empower young people to recognise how bullying may have impacted on their lives and how they can take control in their future.

Staff receive consistent training in order to appropriately manage physical intervention within the home. Likewise, staff are clear that physical intervention is only used to prevent a young person harming themselves or others. Consequently, effective risk assessments and de-escalation strategies implemented within the home ensure that escalating behaviours are suitably managed without the need for a physical intervention.

Recruitment and selection of staff is thorough and ensures young people are only looked after by staff that are appropriately qualified and checked in order to work in the home. Young people benefit from a stable staff team who have been employed within the service for a number of years.

Young people's accommodation is physically safe and appropriately secure. Staff promote young people's on-going protection by undertaking regular fire drills and service tests making sure that all faults are efficiently addressed. Clear evidence highlights good monitoring of all systems within the home.

Leadership and management

outstanding

The Registered Manager has been in post since January 2010. She brings to the role over ten years residential social care experience including seven years as a Registered Manager. She is suitably qualified to undertake her responsibilities having acquired the National Vocational Award at Level 4 in both Health and Social Care and Management.

Young people live in a home committed to meeting their individual needs. The home meets the Statement of Purpose, and young people, families and social workers are clear about the service and support the home provides.

The home provides excellent standards of care. The manager and staff demonstrate a strong commitment to delivering practice that aims to stimulate and assist in the development of young people. The effectiveness of this approach is evident in the comments received by young people and their social workers who commend the service and the positive impact on the young people in all areas of their lives.

Effective management strategies including the managers monitoring systems are in place and serve to suitably assess the practice delivery within the home. Therefore the home's action plan identifies the strengths of the service and areas for further progression. Likewise, external monitoring of the home is thorough. Evidence indicates clear lines of enquiry and focused based reporting. The manager is effective in demonstrating efficient responses to areas for development.

The manager and staff demonstrate a strong commitment to their work with young people and are consistent in their delivery of good child care practice tailored to meeting individual need. The effectiveness of this approach is evident in the progress young people make.

The manager is aware of the procedure for notifying Ofsted of incidents under Regulation 30, Schedule five. This practice ensures that information is shared with the regulatory agency in order that the actions and outcomes for young people can be suitably assessed.

At the last inspection the manager was asked to take account of one requirement and one recommendation relating to records held in the home. Both matters are suitably addressed. Local authority care plans are now received within suitable timescales and risk assessments are routinely updated and evaluated to ensure a consistent approach in managing potential risks.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

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.