

Children's homes - interim inspection

Inspection date	07/01/2016
Unique reference number	SC043732
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Lincolnshire County Council
Registered person address	Lincolnshire County Council, County Offices, Newland, LINCOLN, LN1 1YL

Responsible individual	Janice Spencer
Registered manager	Deborah Bond
Inspector	Tracy Murty

Inspection date	07/01/2016
Previous inspection judgement	Good
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 Good at the last full inspection. At this interim inspection Ofsted judge that it has improved effectiveness. Young people make excellent progress in all areas of their lives during their time living in this home. From their starting points, they make significant progress in relation to independence and social skills. Staff work very closely and proactively with a wide range of agencies, including health and education colleagues, to ensure that their needs are met. There is also excellent planning for moves to adult service provisions for those young people approaching 18 years of age. The registered manager has made a number of changes since coming into post last year, which have further strengthened the quality of care and support provided to young people. This includes changes to the recording and monitoring tools used in the home, leading to increased clarity. Work is currently underway to change the care plans. This will provide much clearer and accessible information for staff, and provide managers with easier access to information for monitoring and tracking purposes. Changes have also been made to key-work support for young people, with key-work teams now in place to consider plans and assessments each month. One member of staff stated: 'I love my job and feel that the changes the manager is bringing in are making a real difference to our young people. I feel valued and listened to by management.' Staff feel extremely well supported by managers and each other. They demonstrate a detailed and commendable awareness of the needs of young people and strive to ensure they are provided with the best possible care and support at all times. One particular area of improvement since the last inspection relates to how staff and managers elicit the wishes and feelings of young people. Young people and staff now have regular monthly meetings to consider such things as how to make a complaint, menus and activity planning. A member of staff has taken the lead for developing this and takes great pride in preparing for the meetings and engaging young people successfully. One young person made cakes at school in preparation for one meeting. Another brought a note book and pen into the meeting. Young people have influenced the activities provided, including a petting zoo coming into the home last year, with small animals for young people to see and touch. Staff have introduced new food items, showing the young people pictures to choose	

from and then purchasing fruits for them to try out. Photos show how much young people have enjoyed this and demonstrate how staff enable them to have these new experiences.

Due to the challenging behaviours of some young people, the use of restraint can be high at times. This is carried out by suitably trained and competent staff and only used as a last resort. Management oversight of the use of restraint is excellent and includes regular updates of risk assessments and behaviour management plans with colleagues from relevant health services. Regular audits of case records by key-work teams and oversight of the changing needs of the young people reflect the staff commitment to meeting their holistic needs at all times.

There have been no complaints since the last inspection. An independent advocacy service visits the home every month to provide an opportunity for young people to share any concerns they may have. The registered manager diligently considers feedback from these visits and ensures that any recommendations made receive prompt attention. Placing social workers report high levels of satisfaction with the quality of care provided and excellent communication from staff and managers. One placing social worker commented: 'The staff do really well, they know the young people really well and they work closely with schools to ensure consistency of care and support. They support contact arrangements really well and I like the visual target sheets used. Things have been really good since the new manager came into post.'

Staff work closely with parents and support their agreed contact arrangements fully. An independent reviewing officer for one young person stated: 'The staff have worked really well with one parent who was not having much contact with their child previously. They now have more phone and direct contact and feel much happier and included in their child's life.'

There have been no new admissions to the home since the last inspection. Staff and managers have dealt very sensitively with plans for one young person to move on to adult service provision. Relevant agencies and parents feel fully involved in planning and work closely to ensure the most suitable provision is put in place, at a pace suitable to meet the complex needs of the young person. Managers display a real ethos of wanting the very best for young people and in advocating for their needs, delaying moves from the home appropriately if new services have not been appropriately put in place.

At the last inspection, three requirements and one recommendation were made. The registered manager has sourced training in relation to autism and Makaton, to enhance staff members' competence and skills. A new training matrix has been devised and implemented which clearly sets out the completed and planned learning needs for all staff. The manager has implemented a new structure for the recording of complaints. This clearly sets out the procedures and actions staff must take in the event of a complaint being received. Case records now clearly reflect the legal status of each young person and include supporting documentation and

relevant court orders. Staff receive monthly formal supervision and have the opportunity to consider and reflect on any restraints they have been involved in during the previous month. There have been no reported shortfalls as a result of this inspection.

Information about this children's home

The home is registered to provide care and accommodation for up to seven children and young people with physical and learning disabilities. It is owned and run by the local authority.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/08/2015	Full	Good
06/02/2015	Interim	Sustained Effectiveness
09/09/2014	Full	Good
25/02/2014	Interim	Good Progress

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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