

Children's homes inspection - Full

Inspection date	04/11/2015
Unique reference number	SC043972
Type of inspection	Full
Provision subtype	Children's home
Registered manager	Mr Ali Sajjad
Inspector	Ms Hornby

Inspection date	04/11/2015
Previous inspection judgement	improved 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

SC043972

Summary of findings

The children's home provision is outstanding because:

- Young people receive excellent care and support from a consistent, stable and dedicated staff team. Staff genuinely care about them and support and encourage them to develop and achieve their individual goals.
- Staff value young people's education and have high aspirations for them to achieve. Effective links are developed with educational staff which has resulted in a significant improvement in educational attendance.
- Young people experience care that is consistent and responsive to their identity and family history. This helps them to develop a positive self-view and an ability to form and sustain attachments and a sense of identity.
- Young people's safety is given high priority. Their individual risk taking behaviour, such as gang culture and criminal activities has significantly reduced since their admission.
- Staff are skilled in identifying risks and helping young people to manage free time safely and successfully. They support them to engage in activities designed to discourage them from negative influences in their lives.
- Clear risk assessments and behaviour management plans help young people understand and manage their behaviours and anxieties in a safe environment. Plans are regularly reviewed and monitored to ensure that they are effective.
- Staff work with young people to help them make positive choices. Robust safeguarding procedures and appropriate training provides staff with the knowledge and skills to recognise signs that young people are at risk of harm.
- The manager is highly motivated and committed to promoting the best outcomes for young people. He is a strong leader and has high aspirations for the staff team. He is focused on driving improvement to ensure that young people have exceptional individual care and support.
- The manager maintains positive professional relationships with a number of external services and promotes a multi-discipline approach to meeting young people's needs. This has proved effective in helping them make positive progress in terms of their individual goals.

Full report

Information about this children's home

This children's home is registered to provide care and accommodation for five young people with emotional and/or behavioural difficulties. It is one of a number of number of privately owned homes.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/03/2015	CH - Interim	improved effectiveness
07/11/2014	CH - Full	Good
26/03/2014	CH - Interim	Good Progress
13/12/2013	CH - Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	outstanding
Young people receive excellent care and support from a consistent, stable and dedicated staff team. Care is specific and individualised to meet young people's assessed needs and is making a significant difference to all their lives. This is particularly the case for those who have recently joined the home. Staff genuinely care about young people and support and encourage them to develop and reach their individual goals. Young people are clear about their individual targets and know what they need to do to accomplish these. Staff recognise, acknowledge and reward their achievements, no matter how small they seem. This motivates young people and gives them the self-confidence and incentive to succeed in achieving their individual aspirations. Young people have excellent role models in their staff who take a clear and fair approach in helping them to make good life choices. Staff value and respect young people and invest time in them. They provide them with a high level of support and encouragement which is underpinned by positive and trusting relationships. This promotes self-worth, increases emotional resilience and has helped young people to make positive choices in their daily lives. A parent commented, 'I am very impressed with the staff. I feel confident that they will do the best they can for my child.' Staff value young people's education and have high aspirations for them to achieve. They have developed and used effective links with education staff and continue to support individual learning needs in the home. Attendance has considerably improved with some young people choosing to attend college. A social worker said, 'Staff have got X to attend education and that's a massive achievement. He would not attend before coming to the home. The staff give him an enormous level of support which has been very successful.' Staff are very knowledgeable about the young people in their care. They understand how their past experiences are likely to influence their complex behaviours and are effective in their efforts to manage this. They regularly consult with young people, families and placing authorities and use this information to inform future plans and decision making. Care practice is highly individualised and concentrates on young people's specific and unique needs. Staff are proactive in their efforts to engage external support from a range of agencies and professionals. This ensures young people receive the individual care and support that they require to reach their full potential.	

The homes referral and admission procedure means that young people's needs are fully considered before a placement is offered. An impact assessment is used to consider the needs of the individual as well as those already living in the home. This has been effective in ensuring well matched placements that do not disadvantage the progress of those already in placement. A social worker commented, 'Staff have made a great start in getting to know and understand X. The young people are well matched'.

Young people experience care that is consistent and responsive to their identity and family history. This helps them to develop a positive self-view and sense of identity as well as an ability to form and sustain attachments. Staff place the well-being of the young people at the centre of their practice regardless of the challenges they present. They actively promote young people's culture and identity by supporting them to maintain contact with their families and other people who are important to them. Individual contact plans ensure that time spent with their families and friends is safe and a positive experience for all involved.

Staff promote healthy lifestyles. Young people contribute to menu planning and are encouraged to eat a healthy and well balanced diet. Some enjoy exercise such as attending the local gym. They benefit from detailed health assessments and are well supported in accessing routine healthcare services. Good links with health specialists such as the child and adolescent mental health services (CAMHS) and the organisations clinical psychologist help promote a collaborative and multi-agency approach to addressing young people's emotional health and well-being.

	Judgement grade
How well children and young people are helped and protected	outstanding
Young people's safety is afforded the highest priority. Care practice is underpinned by good safeguarding procedures which are consistently implemented by staff. Staff are skilled in identifying young people's risks and vulnerabilities and are tireless in their efforts to help them understand the consequences of risk taking behaviour. They actively encourage them to engage in positive activities which are designed to discourage them away from negative influences in their lives. Young people are making better choices about keeping themselves safe and are better able to manage their free time safely and successfully. This is evident in the reduction risk taking behaviour such as gang involvement and criminal activity. There have been no reported episodes of missing from home since the last inspection. Staff are fully conversant with the missing from care protocols which advocate a multi-agency response should a young person choose to go missing.	

Clear, well-thought risk assessments and behaviour management plans are designed to assist young people in understanding and managing their behaviours and anxieties in a safe environment. Strategies are regularly reviewed and monitored to ensure that they are effective and take into account the views and experiences of young people. Staff talk to them about behavioural expectations and fully involve them in setting their own targets, goals and rewards. As a result, young people take an increased responsibility for their behaviour and there has been little need for the use of sanctions or physical restraint.

The home has developed highly effective links with specialist safeguarding agencies in respect of risk evaluation and young people. Comprehensive risk assessments identify areas within the locality which may pose risks to vulnerable young people. The home maintains links with the Local Safeguarding Board. Staff promote good relationships with community police and work in collaboration with a number of other agencies to ensure that young people are safeguarded.

Staff employed at the home are subject to relevant checks and do not start work in the home until all appropriate these are complete. All fire, gas and electrical equipment is routinely serviced to ensure they are in good working order. This ensures the environment is safe and that young people are protected from persons who may present a risk to them.

	Judgement grade
The impact and effectiveness of leaders and managers	outstanding
The manager has been in post since August 2013 and was registered with Ofsted in December of the same year. He is an experienced manager and is currently working towards the relevant qualification. He is highly motivated and an enthusiastic leader who has excellent oversight of all aspects of the home. He is passionate about delivering high quality care and supporting young people to achieve positive outcomes which enhance their life opportunities. The manager is well supported by a dedicated, very capable and well established staff team who work hard to provide young people with a high standard of care and support. All staff receive formal supervision which is clearly focused on professional development. They complete mandatory training, including first aid, safeguarding and behaviour management, which is regularly refreshed. They have undertaken additional training such as gang culture awareness and understanding legal highs for example, and have used this knowledge to good effect in understanding and changing young people's attitudes and behaviours.	

The manager and staff maintain positive professional relationships with a number of external care, health and safeguarding agencies and professionals to promote a multi-discipline approach to meeting young people's needs. Their advice, guidance and direct support is well used to ensure young people's holistic needs are consistently met. Staff use some of these specialists to improve their knowledge through training and support. This further enhances their knowledge and skills in understanding and meeting young people's needs. This has proved effective in helping young people make positive progress in terms of their individual goals including keeping themselves safe from harm. A social worker commented, 'It is an excellent home, communication is always thorough with clear information from the manager.'

The manager is highly supportive of young people's families and has developed positive links with them. He keeps them regularly updated of their child's progress and development and offers them good guidance on relevant issues such as how to manage their child's behaviour. This has proven effective in improving relationships between young people and their families.

Care planning is of a high standard and is designed to meet the individual needs of young people. The manager regularly monitors and reviews young people's progress enabling him to identify any developing patterns or trends. This ensures the right action can be taken quickly to address any areas of concern. This includes promptly notifying and involving the relevant agencies to ensure the right action is taken to protect young people.

Detailed records are maintained on each young person. The manager compiles clear and evaluative reports which note young people's progress and developmental needs. Young people's views are central to this process and the manager regularly meets with young people. He is a strong advocate for them and will represent any concerns they have and escalate these when responses from external parties are not sufficient.

The Registered Manager effectively monitors and quality assures the services and support provided in the home, which are in line with those outlined in the homes Statement of Purpose. Monthly monitoring visits which are completed by an independent person add further scrutiny of practice. Collectively, these processes ensure the manager has a good understanding of the homes performance and is able to identify and quickly address any areas for improvement. Central to these processes are the views and opinions of stakeholders which are used as a tool for learning and a vehicle to improvement.

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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