

Inspection report for children's home

Unique reference number	SC043972
Inspector	Louise Redfern
Type of inspection	Full
Provision subtype	Children's home

Registered person	Cambian Childcare Limited
Registered person address	Pinnacle House 2 Oakwood Square, Cheadle Royal Business Park CHEADLE Cheshire SK8 3SB
Responsible individual	Michael Ore
Registered manager	Ali Sajjad
Date of last inspection	26/03/2014

Inspection date	07/11/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	good
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This is a good home, where young people make excellent progress from their individual starting points. This is because the Registered Manager and staff team are committed to providing high quality care and have high aspirations for the young people looked after. Young people, parents and professionals speak positively about the quality of care in the home.

Care planning is individualised to meet the needs of each young person. This means that young people feel safe and say 'the staff are all good, they are here to help us.' Young people know their individual placement plans and are working towards individual incentives, which promotes positive behaviour.

The Registered Manager is a strong leader who provides staff with guidance and support to ensure young people achieve positive outcomes. This has meant young people have reduced their risk taking behaviour and demonstrated improved educational attendance and attainment.

One shortfall has been identified at this inspection, in relation to the local authority being kept updated on the young people living at the home. This has not impacted on the welfare or safety of the young people.

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. The home is privately owned.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/03/2014	Interim	good progress
13/12/2013	Full	good
06/03/2013	Interim	good progress
28/11/2012	Full	good

What does the children's home need to do to improve further?

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 Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
12B (2001)	ensure that the registered person notifies, in writing, the local authority for the area in which the children's home is located without delay of the admission and discharge of a child from the children's home. (Regulation 12B (1(a)(b)))	02/01/2015

Inspection judgements

Outcomes for children and young people **outstanding**

Young people, given their individual starting points, are making excellent progress. They have exceptionally good attendance at school; this is significant given that each young person has a history of sporadic attendance. A placing social worker commented, 'educationally X is doing really well now, his attendance is now at 100%, it was a real area of concern.'

Young people, although some are relatively new to the home, are settled in the home and are making excellent progress in developing life skills. They are learning to budget effectively, buy food for a planned menu, complete their own laundry and travel independently. This enables them to develop necessary skills for when they are moving on from the placement and builds their confidence. One young person commented, 'the staff have taught me loads before I came here I couldn't cook or take care of myself, now I can cook food from scratch I made jerk chicken the other day. I can also budget my money now.'

Very good relationships exist between staff and young people, this is because young people feel respected and valued by the staff team, consequently appropriate positive attachments to the staff team develop. Young people do not place themselves at risk by going missing. Individuals have significantly reduced their risk-taking and offending behaviour. As a result, young people have increased agreed free time away from the home in the community with friends and peers.

Young people receive excellent support from health professionals in the home and community. As a result, young people enjoy healthy lifestyles, making positive menu choices and engage in physical activities in the community. They benefit from attending all routine health appointments and are also engaged with support agencies, such as the local drug and alcohol agency and sexual health services.

Quality of care **outstanding**

Young people benefit from living in a stable and supportive environment. They are cared for by a staff team who have high aspirations for each young person living at the home. This has resulted in significant improvement in individual young people's educational attendance and attainment. Young people's individual cultural needs are well met in the home, for example they have been supported to understand and take part in Eid celebrations. One parent commented, 'I am really pleased my son's cultural needs are being met, he has been to the mosque with staff and he has positive role models in the staff team.'

The staff team are highly motivated, enthusiastic and clearly committed to meeting the individual needs of young people in their care. Young people, parents and placing authorities confirm they have very positive relationships with staff and see individual team members as strong role models for the young people. One parent commented

'my son really see's X as a role model and I am pleased he looks up to him, its making a real difference to his behaviour.' Young people benefit from living in a stable and supportive environment. They are cared for by a staff team who have high aspirations for each young person living at the home. This has resulted in significant improvement in individual young people's educational attendance and attainment. Young people's individual cultural needs are well met in the home, for example they have been supported to understand and take part in Eid celebrations. One parent commented, 'I am really pleased my son's cultural needs are being met, he has been to the mosque with staff and he has positive role models in the staff team.'

The staff team are highly motivated, enthusiastic and clearly committed to meeting the individual needs of young people in their care. Young people, parents and placing authorities confirm they have very positive relationships with staff and see individual team members as strong role models for the young people. One parent commented 'my son really see's X as a role model and I am pleased he looks up to him, its making a real difference to his behaviour.'

Young people's individual achievements are well celebrated by the staff team. Young people feel valued and respected as individuals because their views and opinions are regularly sought. Daily discussions, planned placement sessions and young people's meetings support young people to make choices about the daily running of the home and their individual care planning. Young people are confident that staff listen, do their best to meet reasonable requests and take any concerns they raise seriously.

Young people plan their own activities; these are both individual and in a group. Young people's confidence is developed by being enabled to plan and organise their own group activities and individual interests. Their social skills and peer relationships are strengthened as they are trusted and supported well. Young people report that they get on well with each other and enjoy spending time with each other in the house and on activities in the local and wider community.

Young people live in an environment that actively promotes their physical and emotional well-being. Young people are registered with a local doctor, dentist and optician and are well supported to attend routine appointments and check-ups. Staff and young people have the support from the providers own internal clinical services, these professional's work closely with the staff team to ensure that young people's current or emerging mental health needs are addressed.

Young people live in a comfortable house that sits well with the neighbourhood. The house is well maintained and has benefitted from some improvements to the interior and exterior. Young people say they like the home. The home is decorated to a good standard and reflects young people's tastes. The Registered Manager has ensured that each young person has good storage for their belongings in their bedrooms.

Keeping children and young people safe **outstanding**

Young people are extremely positive about the care they receive and say they feel very safe living at the home. This is because staff give young people's safety the highest priority. Young people's individual risk taking behaviour has significantly reduced since being placed at the home; this has resulted in no reported episodes of missing from home or police involvement. Staff have an excellent understanding of risk management, underpinned by thorough risk management plans. This enables young people to take part in potentially risky activities while ensuring their safety. For example, young people are enjoying appropriate free time in the community with their peers.

There are effective safeguarding procedures in place for staff to follow in the event of any allegations, suspicion of abuse or unsafe practice. Staff's knowledge is underpinned by training and effective supervision and support from the management team. This has been further supported by changes to the staff rota, resulting in team leaders on each shift, providing increased management support.

Young people's behaviour is sensitively and effectively managed. Staff are well trained in behaviour management, including the use of physical restraint and make good use of their training to manage young people's challenging behaviour. Staff are skilled at establishing relationships with young people, which means they develop an understanding of key factors that contribute to young people demonstrating negative behaviour. Effective interventions, including positive rewards and incentives have resulted in young people's behaviour significantly improving since being in placement.

Young people are protected from unsuitable people having access to them or working with them by robust staff recruitment and selection procedures and appropriate checks and monitoring of visitors whilst they are on site.

Young people live in a physically safe environment. They are well protected by a thorough range of health and safety procedures, risk assessments and routine checks. Young people and staff are regularly involved in fire drills, at different times of the day to ensure they know how to safely evacuate the home in the event of a fire.

Leadership and management **good**

The home's Registered Manager has been in post since August 2013, he secured registration in December 2013. He has over four years management experience. He is currently working towards the level five diploma in leadership and management. The Registered Manager is highly motivated and an enthusiastic leader who is passionate about providing high quality care and supporting young people to achieve positive outcomes.

The home meets the aims and objectives of its Statement of Purpose, which is sufficiently detailed and regularly updated. This ensures stakeholders are clear about the service and support provided by the home. Monitoring of the service is regular

with both internal and external checks being carried out. There is a development plan in place for the home, which the Registered Manager monitors monthly to ensure the home is moving forward and improvements are evident.

Staff benefit from regular and relevant training to meet the needs of young people living at the home. The Registered Manager secured additional training for the staff team to ensure they are able to meet the specific needs of a newly admitted young person. The staff team are experienced and are either working towards appropriate qualifications or are already suitably qualified. Regular supervision, appraisals and team meetings provide for consistency and ensure staff have the skills, knowledge and support to enable them to care effectively for vulnerable young people.

A shortfall was identified in that the Registered Manager is not notifying the local authority the home is located in of the admission and discharge of young people to the home. There were no shortfalls identified at the last inspection.

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.