

Children's homes - interim inspection

Inspection date	23/02/2016
Unique reference number	SC047483
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Mulberry House Care Homes Limited
Registered person address	Toll Gate Court, Toll Gate Drive, ST16 3HS

Responsible individual	Karen Ingley
Registered manager	Vacant Manager
Inspector	Michelle Spruce

Inspection date	23/02/2016
Previous inspection judgement	Requires improvement
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 Requires improvement at the full inspection. At this interim inspection Ofsted judge that it has improved effectiveness. The home was last inspected in July 2015. Since the last inspection, a manager has been appointed and is in the process of registration with Ofsted. The manager has addressed all of the requirements and recommendations. This home is judged to have improved effectiveness, with one requirement being raised. The manager has updated the Statement of Purpose. A lists of all staff employed to work at the home is in place. This ensures all staff working in the home are supervised and appraised. Young people living in the home no longer require the use of bedroom door alarms. Alarms previously used have been removed. Young people feel safe without the use of the measure. The manager said, 'Should risk assessment show there is a need for them in the future they can be re-introduced'. All staff have received fire safety training. This means staff know and understand how to react in the event of a fire evacuation. This keeps all that live, work and visit the home safe. The manager continues to challenge the placing authority when statutory documents are not in place. This has ensured that paperwork is promptly provided. As a result, young people receive good quality care in line with their plan. Since the last full inspection, a number of young people have moved in and out of the home. Planned and emergency admissions have taken place. The manager has given notice and ended placements when appropriate. For example, behaviours in one case were putting other young people living in the home at risk of bullying and harm. The manager actively ended the placement and protected all those at risk. Young people feel safe and protected. Staff know and understand their vulnerabilities. They are skilled, trained and knowledgeable in safeguarding. This means young people are provided good quality care individual to meet their needs. A young person said, 'Staff really understand me, they know the triggers to my	

behaviour.'

The records of physical restraint do not always record the consequence of the behaviour, any injury or medical attention offered or required and the signature of the manager. This means the record is difficult to evaluate because information is sometimes missing.

The manager has implemented a new rewards system. For example, marbles are given out and collected in a jar as rewards. Once the jar is full young people receive a gift. This promotes positive behaviour and helps young people to become more aware of their actions. Staff constantly offer praise to young people. This raises their self-esteem. A young person said, 'Sanctions and rewards are fair; our achievements are recognised; there is a reward tree.'

Young people's health improves. Staff works hard to highlight the dangers of drugs, smoking and alcohol abuse. A young person said, 'I was a drug user: I asked the staff to help and got off drugs.' Young people benefit from a well-balanced diet. As a result, young people stay healthy and gain weight.

Young people are offered and given access to a range of services. This helps young people get the support they need to maintain their physical, emotional and psychological health. The views of young people are taken account of and are used to shape the development of the home. This makes young people feel valued.

The manager has recruited staff to provide a full complement to manage the needs of the home. Safe recruitment secures the safety of young people and protects them from harm. Staff continuity has enabled young people to form and establish relationships that give them confidence in the care they receive. This enhances their self-esteem.

The home interior and exterior has been improved. The gardens are excellently presented. A gardener now attends them on a regular basis. This keeps the garden presentable and free from hazards. Further decoration, replaced furniture and soft furnishings make the home feel, warm and welcoming. Arrangements to fit new flooring in the kitchen will also compliment the home.

Information about this children's home

This home is one of four operated by a private company. It offers long term care and accommodation for two young people with emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/07/2015	CH - Full	Requires improvement
04/02/2015	CH - Interim	sustained effectiveness
18/09/2014	CH - Full	Adequate
10/02/2014	CH - Interim	Inadequate Progress

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

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 (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*. The registered person(s) must comply with the given timescales.

Requirement	Due date
The registered person must ensure that within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any other person, and any medical treatment administered, as a result of the measure; within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so has signed the record to confirm it is accurate. (Regulation 35(a)(vii)(viii)(b)(ii))	31/03/2016

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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