

Inspection report for children's home

Unique reference number	SC047978
Inspector	Amanda Ellis
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Blue Mountain Homes Ltd
Registered person address	17 Leeland Mansions Leeland Road London W13 9HB
Responsible individual	Pradeep Kumar Manaktala
Registered manager	Margaret Jacqueline Smith
Date of last inspection	12/06/2014

Inspection date	07/01/2015
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Previous inspection	good
Enforcement action since last inspection	none

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **sustained effectiveness**.

At the last full inspection of this home in June 2014, four requirements were set due to regulatory shortfalls. These have all been fully addressed. Significant improvements to the interior of the home include the installation of a new domestic kitchen and re-decoration in many areas of the home. The home environment has been enhanced with the replacement of furnishings. This has improved the appearance of the home considerably and has meant the home looks homely, comfortable and welcoming. The Registered Manager has ensured that internal monitoring records are now fully inclusive of the views of young people, parents and placing authorities. This means quality of care is inclusive of stakeholders views. The statement of purpose includes all items as defined in regulation, which ensures a clear record of the homes purpose, aims, objectives and operation. Overall, these improvements demonstrate the home's capacity for sustaining effectiveness.

The planning for admissions to this home ensures that the matching of needs of all young people is fully considered before new placements are agreed. Admission processes are planned in collaboration between the local authority, health authority, parents and adolescent mental health services. However, not all admission processes have ensured that every young person has an up-to-date care and placement plan from their placing authority. The home's own risk assessments, care, placement and behaviour management plans are comprehensive and provide clarity to staff about the young person's needs. Such planning facilitates consultation with the young person ensuring their full participation in care planning.

Young people receive well-coordinated support and preparation for their eventual move to independence. The staff team work proactively with the young people and placing authorities to ensure a smooth transition to independence. They undertake direct, planned work with young people to equip them with the necessary life-skills for successful independent living. For example, staff plan a schedule of work with

practical tasks such as laundry, domestic tasks, meal planning, shopping and cooking. They also provide support on more complex tasks, including accompanying young people to appointments, completing application forms and assisting them to learn how to manage their own finances. Since the last inspection, some young people have successfully secured part-time employment, whilst continuing full-time college education. These combined skills ensure the young people make positive transitions to semi-independence and maximise their employment prospects.

From their starting points, most young people make good progress in all areas of their lives. All young people placed in this home have educational placements. Most young people improve their school attendance and as a result attainment has improved. However, some of the young people are hard to engage and refuse to work in accordance with their education plan. In all cases the planning is responsive and creative to encourage improved educational engagement.

Young people have all of their complex physical, emotional and psychological needs met by the staff team. A particular strength of the home is the positive work with child and adolescent mental health services and therapeutic professionals. This is especially important in ensuring the young people who have self-injurious behaviours are able to access appropriate emotional and psychological support. Young people confirm that staff support them in working positively with the mental health services.

Arrangements for staff support are robust with the staff receiving regular supervision, team meetings and a rolling programme of mandatory training. The established staff team have the necessary knowledge and skills to provide good quality of care to young people however new staff members have not received self-harm training as part of their training programme. This means, not all staff have the necessary knowledge and understanding of some of the young people's needs.

Incidents of young people missing from care are very well managed, with the staff team actively tracking and searching for young people. Staff effectively implement missing from care protocols and have agreed arrangements with missing from care police officers. When young people return to the home, they are supported to talk about the reasons, triggers and context of their missing episodes. Some young people who previously had prolific behaviours in relation to missing from care, now no longer go missing. One young person said, 'I am proud that I don't go missing anymore.'

The Registered Manager routinely undertakes detailed monitoring of the services provided to all young people. These quality assurance processes are supported by comprehensive and detailed monthly reports from the independent visitor to the home. Shortfalls identified within these reports are acted upon in a timely manner. The manager understands the strengths and weaknesses of the home and has a development plan in place which is used to plan and monitor improvements to the home.

The Registered Manager and staff team are proactive in working in partnership with social care, health, police, parents and all associated professionals. The Registered Manager has established relationships with safeguarding agencies, including the Local Authority Designated Officer. The Registered Manager ensures that protocols and procedures are followed and that multi-agency meetings take place to review plans and monitor progress. These processes ensure that plans are regularly reviewed, safeguarding concerns shared and appropriate actions agreed. This means the welfare and safeguarding needs of young people are consistently promoted.

Young people's records are up to date, comprehensive and stored securely. However, young people report that conversations within the staff office can be heard from adjoining communal rooms and the hallway. This means the physical design and layout of the home, compromises the confidentiality of staff discussions.

Information about this children's home

The home, owned by a company, provides care and accommodation for up to four young people with emotional and behavioural difficulties. There is also a school on site where young people can access education if this is appropriate to their needs. The home is set within a 14-acre site which contains a small working farm, also owned by the company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/06/2014	Full	good
08/10/2013	Interim	satisfactory progress
14/05/2013	Full	adequate
28/01/2013	Interim	good progress

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
27 (2001)	ensure that all persons employed receive appropriate training, supervision and appraisal. This is with particular reference to self-harm training (Regulation 27 (4) (a))	06/02/2015
28 (2001)	ensure that the registered Person shall maintain in respect of each child who is accommodated in a children's home, a record in permanent form which includes the information, documents and records specified in Schedule 3 relating to that child. This is in particular relation to point 18 and 19 in Schedule 3 (Regulation 28 (1) (a) Schedule 3 point 18 & 19)	06/02/2015
31	ensure the premises for the purposes of a children's	06/02/2015

(2001)	home are of a physical design and layout, which are suitable for the purpose of achieving the aims and objectives set out in the homes statement of purpose. With specific reference to providing a staff office space which ensures confidentiality in relation to verbal discussions. (Regulation 31 (1))	
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What inspection judgements mean

At the interim inspections 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

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.