

SC051513

Registered provider: Nottinghamshire County Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a local authority home providing care for up to four children who have emotional and/or behavioural difficulties and/or a hearing impairment.

Inspection dates: 7 to 8 May 2019

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected requires improvement to be good

The effectiveness of leaders and managers good

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 5 June 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/06/2018	Full	Good
10/07/2017	Full	Good
12/10/2016	Full	Good
20/01/2016	Interim	Sustained effectiveness

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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 within the given timescales.

Requirement	Due date
The health and well-being standard is that— the health and well-being needs of children are met; children receive advice, services and support in relation to their health and well-being; and children are helped to lead healthy lifestyles. In particular, the standard in paragraph (1) requires the registered person to ensure that staff help each child to— achieve the health and well-being outcomes that are recorded in the child's relevant plans; and understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding. (Regulation 10 (1)(a)(b)(c)(2)(a)(i)(ii))	28/06/2019
The education standard is that children make measurable progress towards achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure that staff— help each child to achieve the child's education and training targets, as recorded in the child's relevant plans. (Regulation 8 (1)(2)(a)(i))	28/06/2019
The positive relationships standard is that children are helped to develop, and to benefit from, relationships based on—	28/06/2019

mutual respect and trust; an understanding about acceptable behaviour; and positive responses to other children and adults. In particular, the standard in paragraph (1) requires the registered person to ensure that staff— encourage each child to take responsibility for the child's behaviour, in accordance with the child's age and understanding; communicate to each child expectations about the child's behaviour and ensure that the child understands those expectations in accordance with the child's age and understanding; and help each child to understand, in a way that is appropriate according to the child's age and understanding, personal, sexual and social relationships, and how those relationships can be supportive or harmful. (Regulation 11 (1)(a)(b)(c)(2)(a)(iii)(v)(vi))	
An individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained— the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. (Regulation 32 (4)(a)(b)(5)(a)(b)(6)(a)(b))	29/11/2019

Inspection judgements

Overall experiences and progress of children and young people: good

Young people build positive relationships with a stable team of carers. Care staff support young people to develop good routines and independence skills. The development of skills, such as travelling independently and budgeting, has enhanced young people's self-

esteem and confidence. One young person said: 'I like living here. Staff respect you. They are friendly, funny and sound.'

A strength of this home is the difference that staff make in supporting young people to repair family relationships. Staff understand the importance of promoting contact with families and carers. As a result, there have been more successful visits with family. One social worker said: 'Staff have gone above and beyond to support this plan to work out for this young person.'

Each young person has education arrangements in place and they have made progress from their starting points. Some young people were not engaging with education prior to coming to this home. Although there have been some setbacks, staff are very good at liaising with the virtual school and directly with education settings to ensure that any difficulties are resolved. One education professional said: 'There is excellent information sharing with the staff... we have daily telephone calls and we share how his day has been here.' In this way, achievements and positive behaviour are reinforced. For one young person, attending full-time education has made a significant difference to his confidence and his social skills. This has helped him to form better relationships with his peers.

There is useful information in education, health and care plans. However, this information is not being used well by staff to help young people to achieve their education targets. Managers should ensure that staff are familiar with the detail of education plans. They should also ensure that there are mechanisms in place to closely monitor and escalate concerns if education plans are not received in a timely way from placing authorities.

Young people have detailed health plans that identify their healthcare needs and promote good health. Young people have benefited from consistent health monitoring. However, there is a need for a more robust response to young people smoking tobacco. The records show that there have been some incidents of smoking in the home, which presents risks. Young people have also influenced each other's behaviours, leading to an increase in smoking.

One young person is prescribed glasses and is refusing to wear them. Staff need to find out more information about the impact of this for the young person and to develop a more effective strategy to address this.

How well children and young people are helped and protected: requires improvement to be good

There have been a number of significant incidents of violence and threats to staff. The levels of challenging behaviour make it difficult for staff to maintain a consistently nurturing and stable environment. Managers have limited the number of young people living in the home in order to improve stability. In recent weeks, there has been significant progress, particularly in meeting the needs of one young person.

Although there have been fewer incidents of concern recently, the records show that staff are not consistently addressing potentially harmful behaviours well. These behaviours include going into each other's rooms at night, bringing illegal substances into the home and smoking in the home. Managers need to review behaviour management approaches so that they are supporting young people to change behaviours and sustain change. They also need to ensure that ground rules about living together in the home are explicit from the start, and are consistently enforced.

There has been a significant reduction in young people running away from the home since the last inspection. When there have been incidents, staff have taken all necessary actions to minimise risk. They have also spoken constructively with young people to prevent further incidents.

Training to raise awareness about sexually harmful behaviours and risks associated with the use of digital technology has been delivered to staff. This has improved the capacity of staff to recognise and respond to concerns.

The effectiveness of leaders and managers: good

The registered manager is experienced and qualified. The staff group members are resilient and committed. Staff report that they have opportunities to share their views and receive regular supervision. Team meetings include consultation about young people. Managers are in the process of introducing group supervision to support effective practice.

Since the previous inspection, an experienced assistant manager has been appointed. This strengthens management arrangements. The assistant manager has led a review of quality assurance and has introduced monthly case management meetings with key workers. These meetings are used well to review placement plans, to evaluate what is working and to set targets for young people. Planned key-work sessions with young people are linked to these targets. This means that there is improved tracking of young people's progress.

There has been some very effective multi-agency working that has improved young people's outcomes and safety. The manager has improved information sharing systems with a range of specialist services so that effective strategies are developed to support young people.

The manager has also repaired relationships that were affected by some incidents of anti-social behaviour in the community. This means that young people enjoy more opportunities for social activities in the community.

There has been some delay in a small group of staff completing their care qualification. The local authority has addressed the reasons for this. However, the delays mean that one member of staff will not be qualified by the relevant date.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC051513

Provision sub-type: Children's home

Registered provider address: Nottinghamshire County Council, County Hall,
Loughborough Road, West Bridgford, Nottingham NG2 7QP

Responsible individual: Helen Daft (Interim)

Registered manager: Diane Beckitt

Inspector(s)

Cathey Moriarty: social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
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