

Children's homes – Interim inspection

Inspection date	21/03/2017
Unique reference number	SC052744
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Quality Protects Children Ltd
Registered provider address	Quality Protects Children Ltd, Hill House, Archway Road, Huyton, Liverpool L36 9XB

Responsible individual	Anthony Nolan
Registered manager	Margaret Halvorsen
Inspector	Elaine Allison

Inspection date	21/03/2017
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 judges that it has improved effectiveness. Six of the seven requirements made at the previous inspection have been met. The remaining requirement is in relation to management oversight of young people's records, which continues to have shortfalls. For example, the registered manager initiated a 'sign off' sheet for staff to sign and date, to indicate that they had read and understood updates to young people's records. However, the majority of staff, including managers, had failed to sign this form. A more robust system of management oversight is needed to ensure efficiency and effectiveness. Since the last inspection, young people have continued to make progress in all areas of their lives, including health, education and with contact with important people. Staff have been consistent in their approaches, and young people report that they are happy and safe living in the home. Staff have now established a positive approach to the management of young people's behaviour. They are guided by a detailed behaviour management plan, which clearly specifies the signs that young people may display when their behaviour is escalating. This work has resulted in a reduction of challenging behaviour and an increase in more positive interactions between staff and young people. A social worker commented, 'There has been significant improvement in his behaviour over the last few months, with fewer incidents. The staff are working well in managing his behaviour.' Staff have needed to use physical intervention on three occasions since the last inspection. The recordings of these incidents are good; each one supports why the intervention was necessary, and demonstrates that the young person's welfare was monitored throughout and that they were involved in discussion afterwards. The manager thoroughly reviews each incident to ensure that it was managed effectively and that any learning from practice is considered. Risk assessments have been appropriately updated and are now more robust. They clearly identify the individual risks for each young person and the strategies in place for staff to follow. For example, a young person who displays self-harming behaviour now has a comprehensive risk assessment in place. This means that	

staff are able to give a consistent, measured approach to this behaviour.

All young people are engaging well in their education provisions. Furthermore, education plans are now in place for all young people. These give direction to staff on what to do if young people are excluded or refuse to attend their education provisions. Consequently, the home now promotes fully the importance of learning and education to all young people.

Health plans for young people are now updated and give a clear picture of young people's health needs. Care, encouragement and attention to detail are now given to all aspects of young people's health, including the quality of meals, attendance at appointments and access to professional services. This ensures that all young people are provided with support and guidance to meet all of their individual health needs.

Young people's risk-taking behaviours have decreased. For example, young people who previously struggled with controlling their feelings of anger and aggressive behaviour have decreased their risk-taking behaviours significantly since coming to live at the home. A parent said, '(Young person) is calmer, they don't give up there, and things have definitely got better because of the staff.'

Young people receive support from staff who demonstrate a good knowledge of safeguarding and who are experienced in managing high-risk behaviours, such as going missing from home. When young people go missing from home, staff try to maintain contact with them, as well as actively look for them. Staff also continue to work closely with all safeguarding professionals, providing regular updates and information as required. In addition, staff complete direct work with young people to increase the young people's level of understanding of the risks that they are placing themselves at while in the community. This shows young people that staff genuinely care about their welfare and safety. This in turn helps to promote trusting relationships. A young person commented, 'I can talk to staff here, especially (staff member). He is just like a father figure to me.'

The home's environment has significantly improved since the last inspection. It now presents as a warm, comfortable environment. Improvements are taking place with the conversion of the garage area into a sensory room. Young people have been involved with the planning, décor and in choosing furnishings for this area. This ensures that young people are part of the day-to-day decision making and has enhanced their self-esteem as they feel listened to.

Some staff talk positively about the support that they receive, especially in relation to the registered manager. However, staff supervisions do not routinely take place. This limits opportunity for managerial oversight and staff development, and the manager acknowledge that this is a further area for improvement.

Information about this children's home

This service provides residential accommodation for up to five young people who have a learning disability. The home is owned by a private company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/12/2016	Full	Requires improvement
01/03/2016	Interim	Sustained effectiveness
21/07/2015	Full	Requires improvement
23/07/2014	Full	Good

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 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 must comply within the given timescales.

Requirement	Due date
13: The leadership and management standard In order to meet the leadership and management standard the registered person must ensure: (1) that the registered person enables, inspires and leads a culture in relation to the children's home that— (a) helps children aspire to fulfil their potential; and (b) promotes their welfare. (2) In particular, the standard in paragraph (1) requires the registered person to— (a) lead and manage the home in a way that is consistent with the approach and ethos, and delivers the outcomes, set out in the home's statement of purpose; (b) ensure that staff work as a team where appropriate; (e) ensure that the home's workforce provides continuity of care to each child; (f) understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; and (h) use monitoring and review systems to make continuous improvements in the quality of care provided in the home.	12/052017
33: Employment of staff The registered person must ensure that all employees— (a) undertake appropriate continuing professional development; (b) receive practice-related supervision by a person with appropriate experience; and (c) have their performance and fitness to perform their roles appraised at least once every year.	12/05/2017

(Regulation 33 (4)(a)(b)(c))	
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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 that 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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