

Children's homes inspection - Full

Inspection date	25/08/2015
Unique reference number	SC057703
Type of inspection	Full
Provision subtype	Children's home
Registered person	Dove Adolescent Services Limited
Registered person address	170 Southgate, Pontefract, West Yorkshire, WF8 1QJ

Responsible individual	Mrs Barbara Whittaker
Registered manager	Miss Angela Tetley
Inspector	Ms Parveen Hussain

Inspection date	25/08/2015
Previous inspection judgement	Outstanding
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Outstanding
The children's home provides highly effective services that consistently exceed the standards of good. The actions of the home contribute to significantly improved outcomes for children and young people who need help, protection and care.	
how well children and young people are helped and protected	Outstanding
the impact and effectiveness of leaders and managers	Good

SC057703

Summary of findings

The children's home provision is outstanding because:

- Young people make exceptional progress in all aspects of their development in comparison to their starting point.
- Risks relating to child sexual exploitation, substance misuse and criminal behaviours are significantly reduced.
- Young people are rarely missing from home. Staff know their whereabouts and take effective action to achieve their safe return home.
- There is strong effective management of the home with robust procedures for monitoring progress and quality of care.
- Information sharing with professionals is effective. It contributes to keeping young people safe and professionals up to date with young people's behaviours.
- Staff listen to young people's views and advocate strongly for them. They are incorporated in the running of the home.
- Staff are effectively supported through timely reflective supervision. They have good access to training which promotes their professional development.
- Regular development opportunities within the company allow staff to progress to more senior positions.

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 the records are kept up to date (Regulation 37 (2)(b)). This is with specific reference to local authority care and pathway plans.	30/09/2015

Full report

Information about this children's home

The children's home is privately owned. It is registered to provide care and accommodation for up to two children with emotional and behavioural needs.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/01/2015	Interim	Improved Effectiveness
15/10/2014	Full	Outstanding
31/03/2014	Interim	Good Progress
08/01/2014	Full	Outstanding

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	outstanding
Young people feel safe and are extremely happy living at the home. They build secure trusting relationships with staff and speak openly about things that worry them. Young people develop a sense of belonging at the home and make progress throughout their stay in all aspects of their development. One young person says, 'I score this home ten out of ten.' The staff team have an up to date understanding of young people and their needs. They listen to young people's views, show interest in them and invest time in them on a daily basis. Young people say staff consistently take their views on board. A young person says, 'I asked for piano lessons and staff are looking into this for me. I can't ask for anything more.' Young people know how to complain. They have access to independent visitors and advocates. They take part in their looked after reviews and actively participate in the day-to-day decision-making that affects their lives. This level of involvement affords young people with control over their life increasing their trust in adults. Young people make huge progress with their education in comparison to their starting points. They benefit significantly from excellent attendance. Education and home staff collaborate well supporting young people to achieve their potential. Young people complete their formal education and pursue further education to better their life chances. Young people have high aspirations and show motivation to improve their grades. They are proud of their achievements. One young person says, 'I passed my GCSE's but I could have done better. I want to go to college and prove to myself that I can do better.' Staff actively engage young people in a wide range of social and recreational activities. They promote healthy lifestyles increasing young people's ability and skills. Young people make huge leaps from not taking part in any leisure activities to becoming members at gymnasium's and badminton clubs. They take regular walks through the countryside, stopping off to enjoy leisurely lunches and beautiful landscapes. One young person says, 'I have lost two stones in recent months through becoming more active. I'm really pleased staff kept on at me.' Young people maintain excellent physical and emotional health. They safely administer their own medication. Where required, specialist input enables them to overcome adversity and trauma helping them develop resilience to regulate emotions.	

Staff promote young people's independence helping them further develop life skills. They consider young people's circumstances allowing them to work at their own pace. One young person says, 'I'm not ready to manage my own budget. Staff have given me another three months to settle into college first.' Such commitment and understanding builds young people's self-confidence and self-esteem.

	Judgement grade
How well children and young people are helped and protected	outstanding
Young people are increasingly safe from harm and abuse through the highly protective actions of the staff team. Their proactive response significantly reduces young people's behaviours which were a concern such as going missing. Young people continue to make positive changes showing a clear reduction of risk since admission to the home. Levels of missing have reduced since the last inspection. Staff effectively follow procedures, adhering to the missing from home protocol. Excellent liaison with safeguarding agencies ensures young people receive a fully coordinated response from professionals. Staff search for young people, contact their friends and family and where possible maintain contact with them by telephone. Such structured responses enable young people's safe and timely return. A young person says, 'I am rarely missing here. Before I moved here, I used to be missing all the time.' Staff have a strong awareness of risk. They understand and show insight into young people's behaviours and avoid unnecessarily criminalising young people. Using excellent inter-personal skills, staff implement clear strategies leading to reduction of concerning behaviours such as substance misuse, sexual exploitation and criminal activity. Regular involvement at strategy meetings lead to effective sharing of information. As a result, young people achieve stability and show diminishing behaviours of a concern. Staff work continuously at improving their relationships with local authorities, police, education providers and family members. They ensure all agencies and individuals involved with young people are kept up to date about young people. A placing social worker says, 'I receive both weekly and monthly progress reports for my young person. In addition, staff provide further updates where necessary keeping me informed of outcomes.' Effective communication helps keep young people safe ensuring strategies are personalised to their individual behaviours. The homes written assessments are exceptionally clear. Regular reviews of records keeps them updated in line with young people's changing needs and behaviours. This affords professionals a true understanding of young people's behaviours	

allowing them to take age-appropriate and managed risks. For example, young people are encouraged to travel independently. This enables them to visit key people and builds their confidence helping them prepare for adulthood.

Young people benefit from clear boundaries and structures promoting acceptable behaviours. Positive management of conflict teaches young people about socially acceptable behaviours. De-escalation strategies are highly individual to young people and help reduce negative behaviours. This leads to less need for physical interventions allowing young people to maintain good relationships with staff and peers.

Robust recruitment and vetting practices ensure staff are safe to work with children and young people. Continuous support and training ensures they have the necessary skills and knowledge to promote young people's welfare helping them flourish. Staff have an excellent knowledge of safeguarding procedures clearly demonstrating necessary actions to prevent harm and abuse. As a result, young people feel safe and secure in their home.

Suspensions of harmful scenarios or concern to welfare are taken seriously and are swiftly investigated. Young people are kept informed throughout the process. Good relationships with independent reviewing officers and local authority designated officers enable this to be a smooth process. Young people say, 'The right outcomes are achieved,' and 'Staff here are great. They really do care about us.'

	Judgement grade
The impact and effectiveness of leaders and managers	good
The Registered Manager is effective in her role. She has relevant experience, qualifications and skills demonstrating continuous progress at the home. She has been in post since 2006. Senior staff effectively deputise in the absence of the manager. Good staffing levels effectively meet the individual needs of young people. The competent staff team are suitably experienced, skilled and knowledgeable about young people. They consistently provide young people with high quality care. This ensures young people continue to make progress and achieve in line with their counterparts. Leadership is strong. The Registered Manager plays an active part within the staff team through attending meetings and consulting with stakeholders. Good systems for monitoring inform staff practices ensuring young people have positive experiences of care. Feedback from young people, family and other stakeholders	

contribute to placement success.

Learning from complaints and serious incidents is high on the Registered Manager's agenda. The staff team and management individually have a good understanding of the home's strengths. A realistic development plan highlights the areas where the home can make further improvements. Young people feel consulted and included. A young person says, 'I really like living here. I'm not too keen on some of the colour schemes but I know this is being changed. I have told staff which colours I would like in the home.'

Some local authority care and pathway plans are not sufficiently up-to-date in line with young people's current circumstances. The manager and staff identify this at young people's meetings. However, the home maintains its own individual care plans. Consistent review of these means staff and other professionals remain fully informed about any changes. This mitigates the shortfall having no significant impact on young people and their care.

Effective recording systems identify the progress young people make. They demonstrate effectively how living at the home positively influences young people increasing their life chances. Young people recognise this saying, 'I am doing really well here. This is the best care home I have been in.'

Staff are proactive at developing good relationships with placing authorities and other agencies. They take on board plans for young people supporting them to achieve their goals. Staff actively assist with travel and financial arrangements ensuring young people benefit fully from contact with key people in their lives. A young person says, 'I know staff provide my friends mum with financial support. This has made it easy for me to stay overnight. I don't have to worry about the costs related to me staying as I know it's covered.'

Staff are well supported receiving timely, effective and reflective supervision. This enables them to recognise how their interventions impact and influence young people. Good levels of training further enhance their existing knowledge and skills making sure they are equipped to address young people's complex needs. Regular opportunities for development enable staff to progress to more senior roles. This helps keep staff motivated and focused on the needs of young people.

Young people's needs have recently disrupted the pattern of team meetings. The Registered Manager is committed to providing staff with a consistent forum to address their learning and development needs and has rescheduled these following the summer break.

Admissions are carefully planned taking into full consideration the existing needs of young people already at the home. Child-centred decisions ensure the safety and stability of young people. This makes the home a safe and happy place to live and work.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

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 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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