

Inspection report for children's home

Unique reference number	SC059853
Inspector	Lynn O'Driscoll
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Bolton Metropolitan Borough Council
Registered person address	Town Hall Victoria Square, PO Box 29 BOLTON BL1 1RU
Responsible individual	John Vincent Daly
Registered manager	Neil Haydock
Date of last inspection	05/02/2015

Inspection date	24/03/2015
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Previous inspection	outstanding
Enforcement action since last inspection	none

This inspection

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

There are robust and well established internal and independent monitoring systems in place. This effectively ensured that there were no regulatory shortfalls or recommendations made at the last full inspection on 5 February 2015 or at this interim inspection. There have also been a number of positive developments since the last inspection, despite this being a short period of time. This is indicative of an outstanding service. For example, a monitoring template has been designed and trialled in line with the new Regulations and quality standards.

The registered manager has improved the positive handling plan template. This is to ensure a more detailed exploration of individual behaviours, specific triggers, and the most effective de-escalation techniques to prevent a physical intervention for individuals. He has also introduced an additional monthly staff meeting to allow for in-depth discussions on individual young people's needs and behaviours and to agree the most effective strategies. This better ensures safe and consistent practices at all times.

Despite some extremely challenging behaviours there have been no restraints at this home for over twelve months and sanctions have not been imposed at this home since October 2014. This demonstrates that the decision to review the compatibility of 'groupings' of young people was highly effective. This has successfully ensured that all the young people are very happy and feel extremely safe and secure during their short breaks.

Young people are exceptionally well cared for by a particularly stable, qualified and highly experienced staff team. Good staff ratios and an excellent knowledge of young people's unique and highly complex needs and behaviours enables young people to exercise genuine choices about food preferences and activities during their short breaks. They are noticeably making more healthier meal choices and

benefiting from physical exercise in the fresh air. Individual interests and talents are actively encouraged and supported which further increases competencies and boosts self-esteem. Examples include badminton, architecture, football, fishing, dancing, tennis and computers.

Young people also get lots of opportunities to develop their independence skills and are making significant progress. Many young people particularly love cooking and baking. Comments from young people include, 'I enjoyed making my cookies. They were gorgeous and it is helping me to be more independent', 'When I first came staff had to remind me to bath and shower. Now I can do it myself but staff still check the temperature first', 'I can now choose and make my own cereals and I am now learning to make my own toast and crumpets and to put my butter on' and, 'I enjoy helping to make meals for the other young people and baking, but staff supervise me when I use the oven. Staff say I am really good at cleaning up after myself.'

Feedback from young people on the quality of care provided at this home is consistently extremely positive. Recent examples include, 'I like coming here and love my key worker. Yesterday, I did not like the fish pie for tea so they made me a homemade burger which I enjoyed', 'I feel safe here and I really like going out on the bus', 'We get good entertainment here and good organised trips and we can do near enough anything we want. I feel very safe here and I can talk to any of the staff if I have problems', 'I feel safe here and I like everything. There is nothing they could do better. The staff are good at making me feel happy and we go out on nice trips' and, 'The staff keep me safe and protect me. I have a good keyworker and the food is yummy'.

Young people thoroughly enjoy the opportunity to 'chill', spend quality time with young people of their own age and to take part in a wide range of positive and often brand new experiences. An extraordinary children's meeting was held on 25 February 2015 to discuss their choice of activities over the summer holidays. This enables full preparations to be made well in advance. Feedback from recent trips include 'We went to a zoo. It was fun and I took lots of photos and a video of the animals', 'I was really pleased to be going bowling and I rang my nan to tell her. We had loads of fun' and, 'I felt good going to the craft fair and choosing things to make a mother's day gift'.

The staff have established excellent trusting relationships with the young people. This means they feel comfortable expressing any problems they may be experiencing outside their short breaks. In response staff are strong and effective advocates ensuring that additional specialist support is provided in a timely manner. Moreover, this service excels at providing an extremely flexible needs-led service to safeguard and promote young people's welfare. Consequently, they will not hesitate to increase young people's short stays or provide additional support in family homes. One member of staff recently worked five consecutive days with one young person, taking him to lots of different places of interest, until a longer term placement could

be found to meet his needs. This was very much appreciated by the social work team who wrote, 'You successfully managed an extremely difficult situation and it was extremely kind of you to forgo your annual leave.'

The home's challenging development plan for 2015/16 has been produced since the last inspection in consultation with the staff team. They have also been assigned specific tasks in line with their individual interests and talents to consistently improve upon the service provided. These are strong motivators which actively encourage shared responsibility and accountability. Examples include: developing the gardening club which is a firm favourite with many young people; ensuring the frequent production of the home's newsletter showing all the positive experiences that are offered at this home and highlighting forthcoming family events; developing a more robust medication administration and recording system and comprehensive and highly individualised health files for young people; and, producing individual learning and achievement logs to better demonstrate all the young people's outstanding progress from their unique starting points. Recent examples include, significantly improved personal care, eating habits and writing skills.

Staff say they 'love' working at this home and confirm excellent support from their colleagues and managers. They benefit from a wide range of on-going training opportunities, monthly good quality supervision and annual appraisals. Young people's views are incorporated into this process which informs continuous personal development. Recent examples are, 'She makes everyone happy' and, 'She is always kind and helpful.' All mandatory training is up to date and five members of staff are undertaking a level five management qualification to further their career opportunities. Since the last inspection all the staff have received diabetes and insulin injection training by a specialist nurse. This was tailored to the individual young people's needs who access this service.

There have not been any recent complaints about this home. In sharp contrast compliments are consistently received from parents and stakeholders. A social worker wrote, 'This service offers young people an imaginative form of support which is responsive to needs. My young person has very complex needs and finds it hard to make relationships, yet he has developed a very supportive relationship with his key worker and is now able to appropriately respond to boundaries put in place.' A head teacher thanked the staff for ensuring a young person's smooth transition to a new school and for providing, 'extremely helpful information about how to meet his specific needs.'

Recent significant investment in the redecoration and refurbishment of the home has ensured a very good standard and more homely ambience throughout. An independent visitor monitoring the quality of care provided in this home reported, 'The condition of the home has much improved in the last six months and is much more welcoming.' Young people are really looking forward to the new summer house which has now been ordered and are currently actively involved in digging and laying the foundations. They are also particularly excited that the finance has

been agreed to have wi-fi throughout the home.

Information about this children's home

This local authority home provides a short-break service for up to six young people at any given time who have a permanent and substantial learning disability and who may also have additional needs arising from behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/02/2015	Full	outstanding
14/03/2014	Interim	satisfactory progress
30/07/2013	Full	good
21/03/2013	Interim	good progress

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.