

SC059853

Registered provider: Bolton Metropolitan Borough Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a local authority short-break children's home. It is registered to provide care and accommodation for up to six young people who have physical disabilities and learning disabilities.

There is a registered manager in post.

Inspection dates: 25 to 26 September 2018

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

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **requires improvement to be good**

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

Date of last inspection: 22 November 2017

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/11/2017	Full	Outstanding
13/03/2017	Interim	Improved effectiveness
14/12/2016	Full	Outstanding
17/03/2016	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 protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of harm to the child. (Regulation 12 (1)(2)(a)(i)) In particular, risk management must consider all factors relating to risk, including risk of missing from home, and put in adequate measures to minimise the risks.	31/12/2018
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— helps children aspire to fulfil their potential; and promotes their welfare.' In particular, the standard in paragraph (1) requires the registered person to— use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b) (2)(h)) Specifically, this is in relation to monitoring all records maintained on the computer to ensure that they are filled in accurately.	31/12/2018
The registered person must maintain in the home the records in	31/12/2018

schedule 4; and ensure that the records are kept up to date. (Regulation 37 (2)(a)(b) Schedule 4 (3)) In particular, make sure that copies of staff rosters are accurate and clearly reflect the actual hours worked.	
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Inspection judgements

Overall experiences and progress of children and young people: good

Young people accessing the short-break service are happy and enjoy their stays at the home. The staff work in partnership with parents, guardians and other professionals to help achieve individual identified goals. This contributes to young people's overall experiences, development and progress.

Young people enjoy spending their time with friends and take part in a wide range of activities. This includes activities both within the home and in the community. For example, the home has a range of games, toys and craft materials, which young people enjoy, as well as using local community facilities and clubs.

Staff have a good understanding of the individual healthcare needs of young people and work in partnership with parents and professionals to ensure continuity of care and support provided. Medication is stored, administered and recorded, as required, by staff who have the necessary training to undertake this task. In addition, all staff are first aid trained.

Young people's views are central to their stay, with staff using a range of consultation methods to make sure they can contribute their views and opinions.

The home provides a warm and welcoming environment, with young people consulted about the bedrooms they wish to have during their stay. They are also encouraged to bring in some items to personalise their room during their stay. One young person said, 'I like this room because of the colours and pictures.'

How well children and young people are helped and protected: good

Young people said, and indicated, that they feel safe during their stay. Individual risk assessments are in place which identify known and potential risks. However, one risk assessment in relation to missing was not clear and, following an incident of missing, this had not been fully reviewed and updated to reflect the measures and supervision to be implemented.

Individual behaviour management plans are in place for all young people. These include information on strategies to de-escalate behaviours and provide reassurance to the young person. Physical intervention is only used when there is risk of harm to either the young person or others. Staff maintain records of when a restraint has been required. There has recently been a new system implemented for the recording of restraints and

one record had not been completed as required on the computerised system. Because of this, the manager did not have clear oversight and evaluation of this incident. Further training on recording is planned to address this shortfall.

Consequences in response to negative behaviours are rarely used, due to the insight of the young people. However, when implemented, these are recorded as required. This enables staff to develop strategies to support young people effectively.

Health and safety checks within the building are completed by the manager and staff to support the safety and welfare of all people within the home. Further work is being carried out to secure the rear door of the property using a fob system, to provide additional security.

Suitable recruitment and selection processes are in place, contributing to safeguarding young people from adults who may pose a risk to them.

The effectiveness of leaders and managers: requires improvement to be good

The registered manager has been in position since July 2007. He holds the relevant qualification, along with the necessary experience, to fulfil his role. He is supported by a qualified and experienced team leader. The second team leader post is currently vacant, and recruitment is ongoing.

There has been a recent change of staff within the team. However, the manager has sought to maintain consistency for the young people by permanent staff working additional shifts and, on occasions, a reduction in waking night staff to one staff member, with a further staff member sleeping in for additional support. This measure was only implemented following a review of the needs of the young people currently staying at the home. While there was adequate cover, the duty rota lacked clarity to demonstrate this.

Staff spoken with during the inspection said that they enjoy their role, receive regular supervision and are supported by the manager and team leader. They also attend a full week's training programme on an annual basis to make sure all mandatory training is up to date. Additional training is also available, and staff use team meetings to discuss current issues.

Audit systems are in place to support the monitoring of the home. However, with the introduction of new online recording systems, the recording and monitoring of some documentation has been missed. This has been identified and the manager is acting to address this shortfall.

Additional monitoring of the home is carried out by an independent visitor. Reports are completed and provided to the manager to provide further scrutiny of the service and areas for ongoing development. There had previously been a delay in these reports being received by the regulator. However, this has now been addressed, with all reports now received.

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: SC059853

Provision sub-type: Children's home

Registered provider address: Town Hall, Victoria Square, PO Box 29, Bolton BL1 1RU

Responsible individual: Bernadette Brown

Registered manager: Neil Haydock

Inspectors

Sarah Oldham, social care inspector

Janine Shortman-Thomas, social care inspector

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