

Children's homes inspection - Full

Inspection date	28/10/2015
Unique reference number	SC059853
Type of inspection	Full
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	Mr John Daly
Registered manager	Mr Neil Haydock
Inspector	Mrs Jones

Inspection date	28/10/2015
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 exceeds 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	Outstanding

SC059853

Summary of findings

The children's home provision is outstanding because:

- Young people and their families are highly satisfied with the service. They 'love' their short break stays and experience new and exciting opportunities, alongside their friends, that stretch them even further.
- A stable, committed and experienced staff team forge trusting and secure relationships with young people and their families. As a result, they all enjoy their time away from home and their families are safe in the knowledge that their children receive high quality and safe care.
- Young people who have disabilities and complex needs make exceptional progress in all aspects of their development, from their starting point. In particular, they develop socially, make friends and their confidence grows.
- The views, wishes and ideas of young people and their families are sought through various forums, to learn and improve practice further. Consultation and children's rights are part of the fabric of the home.
- Care practice is underpinned by research and the social model of disability. Barriers in society are tackled by staff to ensure they reach their potential and participate fully in society.

Full report

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 with physical disabilities and learning disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/03/2015	CH - Interim	improved effectiveness
05/02/2015	CH - Full	Outstanding
14/03/2014	CH - Interim	Satisfactory Progress

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	outstanding
What young people and their families say is the hallmark of the quality of service their children receive. They report that their children 'love and look forward' to their stays here and 'run down the path to greet the staff'. Added to this, they experience an exceptional short stay that is filled with exciting and stimulating activities, which they share with friends. For example; they enjoy canoeing, rock climbing, camping, golf, arts and crafts. They also volunteer together in their community, gardening and maintaining allotments for local residents. They thoroughly enjoy this work and learn vital skills that can be put into practice in later life. Young people make excellent progress. They are now more socially confident and independent, for example; they use public transport, attend to personal care matters and engage fully in new activities and hobbies. Young people are very proud of their achievements and are happy to tell of these. Awards evenings, parties, certificates and individual praise all celebrate their success, something the staff are extremely proud of too. The care each young person receives is attentive and thoughtfully planned in advanced around their particular needs. Care plans are detailed and underpin care practice. Again, excellent partnership working with young people's families and partner agencies makes sure that all of them receive high quality care. Although parents remain responsible for education and health, the staff have built up effective relationships with school and health professionals attending meetings and liaising regularly in the best interest of young people. Positive relationships from a stable and consistent staff team is the bedrock of success here. The staff have worked here for many years, are trained and know all young people and their families exceptionally well. This provides for a familiar environment for them to settle, develop and feel safe and secure. Parents say that they 'know' their children are, 'safe and cared for without a doubt 110 percent.' The staff take young people's views, wishes and feelings into account in all aspects of life at the home. Various methods of consultation are used to ensure they have a voice. The staff have the skills and confidence to communicate effectively with those who may not speak verbally and listen and respond to their wishes. From choices of activities, food and décor to gaining their opinions about staff and their ideas for improvement, such as the 'summer house' all young people are very much a part of the running of the home.	

The Registered Manager and the staff work effectively to the principles and ethos of the Statement of Purpose. They provide an exceptionally nurturing, calm, supportive and homely environment. A parent commented: 'They are brilliant, he loves to pack his bag and go, it is like a family.' In line with the aims of the home, all the staff strive to ensure young people's needs are foremost and often come into work on their day off to attend parties and events run by the home for the young people, their families and friends.

Young people's health needs are met by trained and competent staff during their stay. A registered paediatric nurse provides training appropriate to young people's needs. This is competence assured by the nurse. Arrangements for administering medication have recently been reviewed to include a medication error procedure. Although no errors have occurred this is a fine example of preventative practice to promote the safety of young people. These practices coupled with consistent liaison with young people's families, makes sure that they continue to receive high quality care during their stay.

	Judgement grade
How well children and young people are helped and protected	outstanding
The safety and protection of young people during their stay is at the heart of care practice. Young people and their families have a strong sense of safety during their time away from home. There are no incidents of young people missing from care, drug, alcohol misuse or any risk taking behaviours. Furthermore, all staff have regular quality training in safeguarding and fully understand how to protect young people. Organisational policies and procedures are in place to guide staff practice and complement the culture of safety and protection in the home. The staff fully understand young people's needs and have developed strategies to manage their individual behaviours successfully. As a result, there are minimal physical interventions with young people, namely eight since the last full inspection. These consist of guided walks for the minimal time of seconds to two minutes. These are fully reviewed by the Registered Manager for their appropriateness. He is also an advanced trainer in a certified method of physical intervention and well informed of the latest research and developments in care practice. Young people live in a physically safe environment where they are protected by well managed health and safety procedures. Trained experts within the local authority assess and review fire safety and health and safety matters. Moreover, a young person confidently talked me through the fire evacuation procedure with	

pride. This demonstrates the success of staff in communicating the importance of safety in the home with young people.

	Judgement grade
The impact and effectiveness of leaders and managers	outstanding
This short break home is managed exceptionally well by an experienced and qualified Registered Manager. He has been in position for approximately 8 years. He motivates the staff maintaining a stable, consistent and committed staff team. The retention of the staff over many years is a key strength of the home. There are two senior staff who deputise in his absence. Again, they have a wealth of experience and a recognised management qualification. Together they ensure the smooth running of the home. Young people's care is scrutinised by effective systems of monitoring, which include monthly visits by a designated person in accordance with regulation. The Registered Manager is clear about the strengths and weaknesses of the home and plans for development of the service are thorough and realistic. For example, he is intending further in-depth communication training, building a summer house with sensory equipment and developing a sensory garden with young people. The staff have comprehensive guidance, policies and procedures to support their care practice. They report that they are fully supported and highly regard their manager and seniors. They confirm that they have regular training, supervisions, appraisals and team meetings to further ensure their competence in caring for young people. All staff are suitably qualified and have a wealth of experience in working with young people with disabilities. The home's written records are very good and provide a picture of young people's daily living during their stay. Furthermore, the 'time away from home' files capture each young person's journey, progress and time spent during their stay over the many years. These are filled with photographs of them enjoying life and are all meaningful memories for them to look back on. Their information is securely stored and shared confidentially to protect their safety and privacy. The culture of embracing difference is prevalent within the homes' ethos. The social model of disability runs through care practice and the Registered Manager and the staff value each young person's talents. They have high aspirations for them in achieving their potential. The staff team is diverse, which provides a greater understanding of differing cultures and beliefs. Also, they are able to communicate with young people and	

families whose first language is not English, facilitating better communication. The staff report that they 'love' their work. This provides a happy atmosphere and an enjoyable stay for young people.

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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