

SC061837

Registered provider: Archways Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is one of three homes run by a private organisation. The home is registered to provide care and accommodation for up to four young people who have emotional and/or behavioural difficulties.

Inspection dates: 6 to 7 September 2017

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 **good**

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

Date of last inspection: 13 February 2017

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Key findings from this inspection

The children's home provision is good because:

- Young people receive individualised care from a dedicated and committed staff team.
- Young people receive help and support to optimise their well-being at every stage of their placement.
- Staff develop nurturing, sensitive and caring relationships with young people.
- Staff act as positive role models to help young people to develop self-care and independence skills.
- Young people enjoy a range of activities that meet their needs.
- Young people are treated with dignity and respect.
- Staff recognise risk and consistently make appropriate safeguarding referrals. Young people say that they feel safe.
- The registered manager and the staff work in partnership with placing authorities and other agencies to promote the progress and well-being of young people in their care.
- The registered manager strives to improve and develop the service.

The children's home's areas for development:

- The registered manager does not consistently challenge ineffective responses from other services when young people need their support.
- Young people's files do not hold all the required documentation to ensure that their care needs are fully recorded.
- Two members of staff have not obtained the level 3 qualification in residential childcare within the required timescales.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/02/2017	Interim	Sustained effectiveness
04/07/2016	Full	Good
27/04/2016	Full	Inadequate
14/01/2016	Interim	Improved 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
In meeting the quality standards, the registered person must ensure that staff seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans. This includes seeking to secure the input and services required to meet each child's needs. For example, if the registered person considers, or staff consider, a placing authority's or a relevant person's performance or response to be inadequate in relation to their role, challenge the placing authority or the relevant person to seek to ensure that each child's needs are met in accordance with the child's relevant plans. (Regulation 5 (a)(b)(c))	06/10/2017
The registered person must ensure that an individual who works in the home in a care role has the appropriate qualification if, by the relevant date, the individual has attained the Level 3 Diploma for Residential Childcare (England) ("the Level 3 Diploma"); or a qualification which the registered person considers to be equivalent to the Level 3 Diploma. (Regulation 32 (4)(a)(b)(5)(a))	08/12/2017
The registered person must maintain records ("case records") for each child, which include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. (Regulation 36 (1)(a)(b)(c))	06/10/2017

Inspection judgements

Overall experiences and progress of children and young people: good

Young people live in a safe, caring and supportive environment that enables them to make good progress in many aspects of their lives. There have been notable improvements in outcomes for young people relating to their safety and for some their education attendance has also improved. This is a result of a committed and experienced

staff team.

Enthusiastic and motivated staff work hard to get to know young people and understand how best to support them. Young people feel valued and develop a sense of belonging to the home. One young person told the inspector, 'I feel safe, and the food is good. I am happy at this home. The staff look after me.' Young people say that they can approach staff and talk to them if they need help. Young people spend time talking to staff, relaxing or going out in the community. These varied opportunities help to enhance young people's lives.

Young people's placement plans take account of their assessed and individual needs. Plans are prepared with the involvement of the young people. They are focused, with simple, clear guidance regarding young people's needs. Regular key-working sessions take place that help young people to reflect on their progress and consider their future needs. These sessions help to equip young people with the skills, confidence and self-esteem to progress successfully through their placement at the home.

Young people are registered with relevant primary healthcare services. All young people have healthcare plans and attend routine health appointments. When they need more specialised services, such as substance misuse services, these are in place. Liaison between managers, staff and health professionals is good. This means that young people's health outcomes improve.

The home has a dedicated education officer. This support means that most young people access appropriate education. Staff are proactive in helping young people to address any issues that arise in school. Consequently, any disruption in young people's education is managed well. This collaborative approach helps young people to overcome barriers to their learning so that academic success can be achieved.

The registered manager considers all potential new admissions and ensures that the staff team can meet the identified needs of young people. This results in good placement stability. Consequently, one young person has lived at the home for a number of years. When it is appropriate, young people are encouraged to prepare for their move to adulthood. Young people successfully learn the skills that they need to be independent adults. For example, one young person works part-time. When appropriate, young people are supported to do their own laundry, prepare meals and travel independently. This ensures that young people have the necessary life skills ready for adulthood. A social work manager described the staff team as, 'Proactive at encouraging independence. As a consequence, (young person's name) is ready for independence. I have been impressed with the progress (young person's name) has made since being placed at (name of the home) and he sees it as his home.'

Young people are involved in a range of activities, such as attending rugby, playing pool and going on trips to the cinema. As a result, the emotional well-being and self-esteem of the young people improves.

Young people's meetings capture and celebrate each young person's achievements.

These meetings are used to enable young people to have a voice and to be listened to. Young people feel confident in identifying issues and they discuss things that are important to them. Managers have a good overview of the meetings and they respond to every issue.

Young people experience carefully assessed and supported contact with their families, friends and people who are important to them. This positive support promotes their future relationships.

Staff ensure that the home is well maintained, comfortable and homely. Young people personalise their bedrooms to reflect their own tastes and identity. This helps young people to develop a sense of belonging and ownership.

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

The registered manager and staff understand the support that young people need to keep them safe. Individual risk assessments and placement plans reflect the support required to reduce the risk of harm to young people. Staff know young people's plans and risk assessments. This means that young people are looked after by staff who understand their individual needs and risks.

Staff ensure that boundaries and expectations are clear for young people to follow. Socially acceptable behaviour is actively encouraged both inside the home and in the community. Staff model positive behaviour and they are skilful in defusing situations when necessary. On occasions, when restraint is necessary to prevent serious harm, there is a careful debrief and analysis of each incident. Records of physical interventions are overseen by managers, and young people have the opportunity to talk about the restraint. This helps to ensure that the use of restraint is proportionate.

Staff listen to young people so that their views are taken into account. Young people's meetings are regular and well attended. Young people know that they can request an advocate and are able to identify who to talk to if they have concerns. There are clear systems for making and managing complaints.

When young people go missing from the home, detailed missing from home plans are in place. A social work manager was satisfied with the home's response to incidents of young people going missing. 'Staff responded appropriately and followed our protocol for missing from home. They kept in contact with us at all times. The staff and managers have a positive relationship with us. This has enabled us to have open and frank conversations to safeguard the children we place with them.' Return from care interviews are consistently available to young people. This integrated approach to protecting young people means that young people become increasingly safe.

Staff understand the risks to young people of child sexual exploitation. Those young people who have historically been highly vulnerable to exploitation are protected from harm. Staff have completed training to raise their individual knowledge base. Staff know the signs and symptoms, and proactively monitor all young people at the home. This

means that young people are safer.

The registered manager notifies key partners and parents about significant events in a timely manner. This makes sure that any action required to keep young people safe is suitable and appropriate. There are good relationships with key partners. Managers and staff work with the local police to promote the safety of young people. Staff are experienced and well trained, which enables them to fulfil their safeguarding responsibilities.

Regular safety checks are completed on gas, electrical and fire safety systems to ensure that they all remain in good working order. A fire risk assessment is undertaken annually.

Potential employees are subject to an assessment of their suitability to work with young people. The application of robust safer recruitment and vetting practices means that young people are protected from adults who may wish to harm them. There has been one allegation regarding staff conduct since the last inspection. A prompt referral to the appropriate professionals has ensured that young people stay protected.

The registered manager has completed an assessment of the appropriateness and suitability of the location of the children's home. The organisation responsible for operating the home has overarching policies for the protection of children. These are then localised by the registered manager to reflect the home's individual statement of purpose.

The effectiveness of leaders and managers: good

The registered manager has been in post since February 2017. He is currently enrolled on the level 5 diploma in leadership and management. The registered manager is supported by a dedicated assistant manager. In addition to the registered manager, there are 10 members of staff. Of the 10, seven of the staff members hold a level 3 diploma in childcare or they have a suitably equivalent qualification. Not all staff completing their award are within the regulatory timeframe for completion. Without this qualification, the registered manager cannot be assured that staff have the required knowledge and skills.

The registered manager and staff strive to ensure that all young people make progress while living at the home. As a result, all young people have an individualised care plan. Managerial oversight and review mean that young people continue to progress from their starting points. Managers and staff discuss young people's progress in team meetings. This means that staff can prioritise the needs of the young people.

The registered manager is child-focused. He understands young people's individual needs. Staff say that they feel very well supported within the team and they speak highly of the registered manager. Regular supervision provides the opportunity for staff to sufficiently explore their own professional development and to reflect on their individual practice.

A health and safety matter arose during the last inspection. A barn adjacent to the home was seriously damaged following a fire in 2016, and pieces of metal had dislodged, presenting potential hazards to staff and young people. Managers have responded to the risks and the barn has been safely removed.

Managers have not taken effective action to address the other requirement from the last inspection. Young people's files still do not hold all the required documentation. For example, key information is missing, including statutory care plans. Requests for this information have been made to local authorities by the registered manager, without any success. The absence of these documents hinders the opportunity for staff to track progress and developments from young people's starting points.

The registered manager has good-quality professional relationships with other professionals. Partnership working with other agencies remains vital in helping young people to make good levels of progress educationally, socially and emotionally. The registered manager has recognised concerns relating to the effectiveness of one key partner. Despite recognising this, he has not sufficiently challenged and escalated these concerns.

The six-monthly self-evaluation report is routinely completed. Managers work closely with the independent visitor, who visits the home monthly, and address shortfalls identified at the visits, in order to improve the quality of care for young people. Managers have an understanding of the strengths of the home and the areas for development.

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: SC061837

Provision sub-type: Children's home

Registered provider: Archways Care Limited

Registered provider address: Muras Baker Jones, Regent House, Bath Avenue,
Wolverhampton WV1 4EG

Responsible individual: Christopher Aristidou

Registered manager: Timothy Green

Inspector

Lisa Walsh: social care inspector

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