

Children's homes - interim inspection

Inspection date	14/01/2016
Unique reference number	SC061837
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Archways Care Ltd
Registered person address	Muras Baker Jones, Regent House, Bath Avenue, WOLVERHAMPTON, WV1 4EG

Responsible individual	Christopher Aristidou
Registered manager	Ainsphia Butler
Inspector	Andrew Hewston

Inspection date	14/01/2016
Previous inspection judgement	Requires Improvement
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged requires improvement at the last full inspection. At this interim inspection Ofsted judge that it has improved effectiveness. The home has developed since the last inspection. This is due to their response to previous requirements and recommendations as well as improving their own monitoring. The last inspection raised seven requirements and two recommendations. The staff team and management have worked hard to respond to these and to improve outcomes for young people. A new locality risk assessment is in place. Previous concerns regarding staff recruitment have been addressed and the manager has ensured more effective practice is in place. This in turn, has created greater protection for young people. The statement of purpose now includes increased information regarding the organisation's healthcare, supporting young people and staff. Independence planning has developed. Increased focus on young people's independence has seen them take on more appropriate levels of responsibility. This includes having work books that capture their progress and success. An increase in the level of monitoring of behaviour management records has resulted in incidents being signed off quicker. This ensures that sanctions are appropriate and adds to the assessment of restraint. Behaviour management records are cross referenced within differing areas of young people's files, helping to develop staff's awareness of incidents and promote a consistent approach. Improvements to the complaints procedures are helping young people to better practice their rights. A file in the chill out area includes the home's complaints procedures as well as a range of local authority complaints forms. Complaints are responded to well by the home, with sufficient records of the concern, investigation and response. Some complaints raised directly to a local authority have not been finalised, although have been discussed between the home and the placing social worker. This does not give young people sufficient clarity that their	

views are being responded to swiftly. This lack of direct response lies with the placing social worker.

Staff now receive appraisals. These help to support their own development and include a level of self-assessment to ensure that they are considering their role within the home. Staff also receive regular supervisions to support them in delivering a good service to the young people.

Missing person's records have developed and there is an awareness of the need for the placing authority to have a higher level of responsibility in interviewing young people on their return. Where concerns have been raised regarding possible sexual exploitation good systems bring professionals together to discuss ways forward for the young person. This has led to highly risky situations decreasing, following the work completed by the staff. Information relating to safeguarding is robust and shows how the manager has worked with differing child protection professionals to support young people's safety.

Since the last inspection two young people have left the home and two admitted. One of the young people leaving was part of an organised move to a more suitable therapeutic provision. This has been successful and they have been in contact with staff to share their success. The second young person moved following significant concerns over their levels of absence and putting themselves at risk.

Staff's good awareness of young people's care plans ensures that they work well together and offer a consistent approach to promote positive outcomes. Swift initial assessments support young people's initial period at the home and develops their awareness that staff have an interest in their life. The newest young person states that staff went through basic rules and how to get support from different people from the start if they are unhappy; 'they were all simple and made sense, but it made me more settled and helped me to get to know everyone.'

Staff continue to work collectively to create a climate where education is a priority. This includes working pro-actively with differing training and educational providers. Subsequently, young people have made considerable progress in their educational abilities.

Contact arrangements develop from the point of young people's admissions, helping to create additional support structures for later in their lives. Some young people increase their involvement with family over time. As a result, they develop better relationships.

Monitoring systems are in place within the home including external visitors and the managers own assessment of the home. Systems for self-evaluation are well established. These are utilised by the registered manager to inform practice. However, only three have been received by Ofsted over the last six months. The Registered Manager has completed an exceptionally detailed assessment of the home, against all of the quality standards.

Information about this children's home

The home is one of four children's home within a privately run organisation. The home is registered to provide care and accommodation for up to four young people with emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/01/2015	CH - Interim	Sustained effectiveness
17/07/2014	CH - Full	Good
28/01/2014	CH - Interim	Good Progress
06/11/2013	CH - Full	Good

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 a record is made of any complaint, the action taken in response, and the outcome of any investigation (Regulation 39.3)	29/02/2016

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- ensure that reports are sent to HMCI through referring to the non-statutory advice about visits by independent persons: Children's homes regulation amendments 2014: Advice for children's homes providers on new duties under regulations that came in to effect in January and April 2014. (The Guide to the Quality Standards page 66, paragraph 15.10)

What the inspection judgements mean

At the interim inspection 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

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 focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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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