

SC061878

Registered provider: Headway Adolescent Resources Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home can provide care for up to four children and young people who have had adverse childhood experiences that have led to associated trauma and presenting complex behaviours and/or who have a learning disability.

The registered manager has been registered with Ofsted since 2014.

Inspection dates: 3 to 4 December 2019

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	outstanding
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 20 November 2018

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/11/2018	Full	Outstanding
12/10/2017	Full	Good
20/02/2017	Interim	Improved effectiveness
27/09/2016	Full	Good

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 particular, the standard in paragraph (1) requires the registered person to– make decisions about the day-to-day arrangements for each child, in accordance with the child's relevant plans, which give the child an appropriate degree of freedom and choice. (Regulation 6(2)(ix)) In particular, ensure that a copy of the pathway plan for a young person is provided by the placing authority.	10/01/2020

Inspection judgements

Overall experiences and progress of children and young people: good

Children make significant progress with their education, behaviour and independence because of living at this home. During this inspection, children shared that they are happy living here. Staff have warm and supportive relationships with children, based on their individual needs. Children have fun and enjoy spending time with staff.

Children's verbally and physically aggressive behaviours reduce because of the important discussions and help that they receive from staff. Children's personal hygiene and independence skills improve, preparing them as they grow into adulthood. Managers ensure that there are clear plans in place for staff to reduce potential risks to children from self-harming, aggression and possible missing-from-home incidents.

Internal care plans are completed to a high standard. They are in line with the objectives set by the local authority. Plans focus on and celebrate children's progress and successes. Nearly all statutory documents are held on children's files. However, one child, who is almost 17 years old, did not have a pathway plan available. Subsequently, this could mean that the child's needs and aspirations are not planned for, and this could affect the transition to adulthood.

Staff make sure that children benefit from a range of individual and fun activities to promote their health and well-being. For example, children enjoy hill walking, going to the gym, ice skating, singing and dancing, visiting the local coffee shop and doing a Taekwondo class.

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

Children feel secure living at this home and staff work hard to promote their safety and well-being. Staff have a good knowledge of safeguarding procedures and are confident in their approaches to keeping children safe. The registered manager ensures that staff keep organised records of safeguarding concerns.

One child has made a complaint about the care that he received last Christmas from staff. This was investigated promptly and thoroughly by the registered manager, who took effective action to ensure that the child was listened to.

Since the last inspection, there have been 31 incidents of physical restraint. Children and staff are spoken to after incidents and restraint is only used as a last resort. In recent months, the use of restraint has reduced considerably.

There have been two allegations of physical harm made by a child against staff since the last inspection. Staff took effective action to refer these concerns to the designated officer within the statutory timescales. The incidents were thoroughly investigated, and the outcome was that they were unsubstantiated.

The effectiveness of leaders and managers: outstanding

The registered manager is exceptionally dedicated and provides remarkable oversight to maintain good-quality care within the home. During this inspection, staff shared that this home 'feels like a family' and that 'it is a fun, homely home'.

Staff have regular, high-quality supervision that is focused on their overall development. Staff complete questionnaires about their personalities and skill base to help them to improve the quality of care given to children. The managers encourage staff to undertake projects about the quality standards to improve their knowledge and understanding of the regulations.

The safer recruitment files are remarkably well organised. Managers ensure that all necessary checks and documents are in place for staff. The registered manager is meticulous about verifying references and confirming the reasons for leaving. Gaps in employment are routinely examined. This means that only the highest quality staff are recruited, to keep children safe.

The registered manager has completed an extensive review of the quality of care provided in the home. The report focuses on the feedback and opinions of children, and it is used to enhance practice. Staff attend regular and meaningful team meetings that are centred on improving the lives of children through day-to-day practice.

The registered manager has built strong links with professionals to provide a multi-agency approach to meeting the needs of children. For example, the manager has strong links with the police community support officers, teachers, social workers and the local community. The manager is highly effective at providing rigorous challenge to professionals when she considers that children may be at risk of harm. This means that children are listened to and have untiring support from the adults who care for them.

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 difference 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: SC061878

Provision sub-type: Children's home

Registered provider: Headway Adolescent Resources Limited

Registered provider address: Masonic Hall Offices, School Hill, Chepstow, Gwent
NP16 5BZ

Responsible individual: Andrew Plummer

Registered manager: Frances Forbes

Inspector

Anna Gravelle, social care inspector

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