

Children's homes - interim inspection

Inspection date	04/02/2016
Unique reference number	SC061878
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Headway Adolescent Resources Limited
Registered person address	Top Floor, Greyhound Building, 17 Moor Street, CHEPSTOW, Gwent, NP16 5DB

Responsible individual	Andrew Plummer
Registered manager	Frances Forbes
Inspector	Chris Golbourn

Inspection date 03/02/2016

Previous inspection judgement Good

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 **Good** at the full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

The young people that live in this home enjoy good quality care and have very positive experiences. The support that staff provide is highly effective and is making a real difference to the young people's lives.

Missing from home incidents are minimal and the risks around this are well managed. Partnership working with the local police service and local authority safeguarding colleagues continues to be effective. Staff are aware of, and plan for any potential risks for the young people when they are out in the community or visiting friends or family. There have been no physical interventions in the home since the previous inspection. However the recording book currently used does not allow for a young person to adding their own views to the record of restraint. Sanctions are used sparingly and restorative approaches are always explored with young people first. Overall, the behaviour of young people is managed well. All of these positive actions combine to make young people feel safe, valued and cared for.

The health needs of young people are well managed. All are registered with local medical practitioners, dentists and when necessary opticians. Appointments are planned and kept. Young people are encouraged to take responsibility for their own appointments, and are supported by staff to access them. The management and administration of medicines in the home is robustly managed. Those young people in the home who require medicines are well supported to self-administer when safe to do so, or staff oversee this for them. Young people's emotional wellbeing is very well supported through a commissioned service. This works directly with young people, and with the staff, to consult and provide them with effective strategies.

The educational needs of the young people are well supported by staff in the home. This includes advocating for the young people with education providers. All young people are engaged in education and making progress from their individual starting points. An example of this is one young person who refuses to engage with school named in their Statement of Special Educational Needs (SEN) is being provided for by the home, who engage a tutor for him while the local authority

determine his next educational placement. Another example is a young person engaging in work based learning which also supports his core subjects of numeracy and literacy. As a result young people are able to continue in education and learning, working towards their independence and enhancing their life chances.

The staff team remains very stable and leadership and management in the home remain strong. There is a culture of reflective practice. The staff team learn from where things have been successful or have not gone so well. Staff, through regular training, continue to develop and refine their skills; this includes training on attachment and child sexual exploitation. The whole team works efficiently and effectively. As a result young people receive high quality consistent care.

Comprehensive quality assurance practice in the home, supported by the wider organisations management, clearly drives forward improvement in the service. The single requirement from the previous inspection in relation to safeguarding and risk assessment has been diligently met.

Information about this children's home

The home is privately owned and one of a number of children's services operated by the provider. It is registered to provide care and accommodation for up to four children with emotional and/or behavioural difficulties and learning disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/06/2015	CH - Full	Good
03/12/2014	CH - Interim	Sustained Effectiveness
30/07/2014	CH - Full	Adequate
20/02/2014	CH - Interim	Satisfactory Progress

What does the children's home need to do to improve?

Recommendations

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

- ensure that staff are aware of DFE guidance 'Promoting the Education of Looked-After Children'. This describes how local authorities are expected to comply with their duties to promote the education of looked-after children. (The Guide to the Quality Standards, page 27, paragraph 5.6)
- ensure young people are encouraged to add their views and comments to the record of restraint. Young people should be offered the opportunity to access an advocacy support to help them with this. (The Guide to the Quality Standards, page 49/50, paragraph 9.60)

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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