

Children's homes inspection - Full

Inspection date	04/06/2015
Unique reference number	SC061878
Type of inspection	Full
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	Mr Andrew Plummer
Registered manager	Mrs Frances Forbes
Inspector	Mr Chris Golbourn

Inspection date	04/06/2015
Previous inspection judgement	N/A
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Good

SC061878

Summary of findings

The children's home provision is good because:

- The Leaders and managers in the home have a good awareness of the strengths and areas of improvement required for the home. This continually drives improvement to the service that young people receive.
- The Registered Manager has strong and effective communication and close working relationships with the professionals involved in the young person's life, ensuring effective support is provided to develop their progress and experience.
- The young people are cared for by a dedicated, experienced and stable staff team, who are knowledgeable of individual young people's needs and can clearly identify the progress they have made.
- Staff confirm they are well supported and they value the quality of the training provided; which ensures they have the necessary skills to meet the current and emerging needs of children and young people in the home.
- The young people are cared for by a dedicated, experienced and stable staff team, who are knowledgeable of individual young people's needs and can clearly identify the progress they have made.
- The young people are well prepared for semi-independence and experience planned and supportive transitions to the next stage of their lives.
- There is strong effective partnership working with placing local authorities, and where appropriate families of young people. Additional support services are provided to young people through a commissioned therapeutic provider.
- Effective safeguarding policies and procedures underpin practice to ensure children and young people feel safe and protected from harm.
- The Registered Manager implements clear strategies that are effective to keep young people safe.
- One shortfall is noted during the inspection, this is in relation to records of a room search and action taken following an incident. This shortfall did not negatively impact on the outcomes for the young people or the care provided for them.

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
12: The protection of children standard In order to meet the protection of children standard the registered person must ensure that: (2) (a) (i) staff assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child.	31.8.11

Full report

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
03/12/2014	CH - Interim	sustained effectiveness
30/07/2014	CH - Full	Adequate
20/02/2014	CH - Interim	Satisfactory Progress

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
The young people say that they feel safe in the home and supported by staff. The home is welcoming and comfortable. Young people make some good progress and benefit from a warm, nurturing environment provided by a committed staff team. As they settle into the home they begin to develop warm and trusting relationships with staff and feel secure enough to express their views, wishes, feeling and worries. Lessons of getting the matching process for prospective young people coming to live in the home have been learnt. Those new to the home are encouraged to settle quickly through the consistent approach of staff and the clear routines and boundaries that are in place. Staffs are persistent in their efforts to help children and young people succeed and make every effort to overcome any initial setbacks. Knowledge held throughout the staff team about the young people's vulnerabilities is appropriately shared and recorded to inform care planning and risk assessment, and to identify the progress that they make from their individual starting points. As a result reduction in missing episodes, improved engagement in education, more positive relationships with family members, improved health and sleep patterns, and engagement with additional support services are all identifiable. One young person stated 'Staff are great they really do their best for us'. This is supported by a social worker who states 'It is a good home, young people are kept safe and staff work with the young person, us and the families to protect and care for them'. The young people engage positively and influence the running of the home in a variety of ways, through young people's meetings which they 'chair', key working sessions and through day to day conversations with staff. They also engage with the wider organisations' Hear by Right programme and are involved in the recruitment of new staff. As a result young people say that they feel listened to and their opinions are valued and acted upon. The staff support young people to access and participate in a range of positive activities which contribute to their personal and social development, these include trips to leisure parks, building of tree houses, physical activities such as weight training, swimming, fishing and go karting. Staff use many of their own personal qualities and experiences to engage young people in their interests; as a result	

young people's personal development and communication skills are positively developed.

There are comprehensive care planning, risk and behaviour management plans in place. Generally these give clarity for staff about how they are to support young people.

However, during the inspection it was found that there was a shortfall in one case where information provided by the placing local authority was not used to inform a risk management plan; a requirement has been made to address this.

There is robust management of the review of care plans in partnership with young people, parents and all professionals involved. As a result young people are well informed and contribute positively to their current and future care.

The young people make relative progress with regards to their health. Some young people demonstrate risk taking behaviours, such as self-harm. Staff work closely with a privately commissioned provider of therapeutic services, and with children and adolescent mental health services to ensure young people have specialist professionals they can talk to and who can help them manage their anxiety in a different way. Staff also gain support with strategies to support young people.

This method of multi- agency working ensures that young people receive sensitive support around issues such as mental health, sexual health and substance misuse. They gain knowledge appropriate to their age aptitude and ability which supports them to stay safe and make informed life choices.

Progress is made by all the young people in learning life skills such as using public transport to visit families, managing monies, preparing and cooking meals for themselves and others. Staff are effective in supporting young people to make successful transitions in their lives

One social worker commented 'our young person has freedom within boundaries living in the home which enables them to develop their self-care skills in a safe and secure way'.

	Judgement grade
How well children and young people are helped and protected	Good
The Policies and procedures within the home and the wider organisation are very clear. Staff understand the actions required of them if any concern or allegation is made. Some young people do present with risk taking behaviours such as absenting themselves without permission, self-harm or substance abuse. When these concerns arise the Registered Manager holds multi-agency discussions to identify additional support strategies and with placing local authorities and other local support services. Young people are supported by staff that spend quality time with them. Behaviour management plans promote clear expectations of them and reinforce and reward positive behaviours and achievements. This has been reinforced by staff taking time to understand the young people's backgrounds, which makes support plans for the young person meaningful. Staff have a good knowledge of how the young people's life experiences impact on their behaviour and health. As a result young people are safeguarded in a clear and consistent way. The recruitment selection and vetting of new staff is robust, with correct safer recruitment procedures being adhered to. When concerns about staff practice arise they are investigated thoroughly. At the conclusion of any investigation the Registered Manager, supported by other leaders within the organisation, takes all appropriate steps necessary to protect children and young people.	

	Judgement grade
The impact and effectiveness of leaders and managers	Good
The registered manager has been in post since September 2014 and prior to this had 10 years' experience working with children and young people including five years previous experience of working at the home as a deputy manager. She has a Level 4 award in Health and Social Care awarded in May 2011 and is studying for her level 5 Diploma in Leadership in Health and Social Care. Since the last inspection the home has addressed the two requirements and two recommendations made. As a result of this the children and young people accommodated are now seen by the independent visitor who also contacts relatives and parents to consult with them on the standard of care and protection within the home. The home is also clean and well maintained and decorated. Furthermore young people now access education provision which is appropriate to their age aptitude and ability or any other special educational needs they may have. Behaviour management has improved and the Registered Manager works well with placing local authorities and other agencies in a reflective multi-agency way to plan and review the current and emerging needs of the young people. The Registered Manager provides the home with strong and effective leadership. Multi-agency meetings with local authorities, providers of support services and the local community have resulted in a clear development plan for the home. Staffing levels in the home are good with the minimum use of agency and bank staff. As a result the young people are provided with a competent and consistent team of staff, caring for and supporting them with positive role models. The staff team are experienced, suitably qualified and from a diverse range of backgrounds. Supervision of staff is good, with appropriate levels of support and challenge. The Registered Manager is keen to embed a model of reflective practice enabling staff to develop their experience and raise any concerns they may have in a safe way. Generally staff training is at a good level and all permanent staff have achieved their Level 3 diploma. Staff access ongoing training to meet the needs of individual young people as and when it is identified. The home has an up to date and detailed Statement of Purpose, which has been submitted to the HMCI. Management and staff provide care as described in the Statement of Purpose. The young people benefit from effective management. An example of this is when young people do exhibit risk taking behaviours within the home, the Registered Manager increases staffing levels as appropriate from within the wider organisation	

in the first instance, consults additional support services and placing local authorities, and advocates effectively with other agencies.

Staff recording is good and this is regularly reviewed by managers to ensure that all appropriate actions are taken. Staff are encouraged to reflect on the quality of care they provide to inform future strategies and interventions.

The reporting of significant events affecting young people's safety are well reported and notified to relevant agencies within timeframes, including Ofsted, placing local authorities and parents when appropriate to do so.

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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