

SC061878

Headway Adolescent Resources Limited

Monitoring visit

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/or young people with social, emotional and behavioural difficulties.

The home is operated by a private provider which operates several other homes.

The registered manager has been in post since 2014.

Inspection date: 11 February 2021

This monitoring visit

This monitoring visit took place as the home has not been inspected since December 2019. In addition, the inspector wanted to review actions the provider had taken in response to safeguarding notifications and the requirement set at the previous inspection.

This visit was a blend of on-site and remote work. During the on-site visit, the inspector toured the home, reviewed records and spoke with the three young people and members of staff. The off-site work consisted of discussions with the manager by telephone and the review of records.

Young people benefit from continuity of care and have lived in this home for several years. Young people shared their experiences with the inspector, speaking proudly of the progress they had made since living here and fondly about the staff that care for them. Young people referred to their favourite staff as a 'family member'. This confirms that staff have established positive and meaningful relationships with the young people, helping them to feel safe, settled and secure.

Safeguarding incidents are managed well. Staff members take the right actions to protect the young people. Recommendations and lessons learned from safeguarding incidents are actioned swiftly to improve practice.

Young people's behaviour is well managed by staff. As a result, there has been a reduction in the number of incidents. Conversations with young people after an incident are meaningful and reflective. These conversations help the young people to understand their behaviours and for staff to learn how to help them further.

Young people's concerns or complaints are taken seriously, fully investigated and addressed. The manager ensures that the young person is happy with the outcome of an investigation and revisits this with them over time to ensure that their complaint is fully resolved.

Young people's plans are detailed, provide clear guidance for staff and demonstrate the progress that the young people are making. These plans are regularly reviewed and updated to reflect the young person's current and emerging needs. There are good-quality plans for young people who are leaving the home to move forward to the next stage in their lives. This was a requirement at the previous inspection, which has been met.

The manager has a good understanding of the strengths and areas of development of the home and has a detailed plan in place for further improvement. Redecoration of the home has been delayed due to the COVID-19 (coronavirus) restrictions. Despite best efforts made by the manager, the team and the young people, the home is looking tired and in need of redecoration.

The manager has reflected on the effect that the pandemic has had on all the organisation's homes during the initial lockdown. This reflective review has incorporated research from other organisations. The manager has used outcomes from this review to improve the home's practices during subsequent lockdowns.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/12/2019	Full	Good
20/11/2018	Full	Outstanding
12/10/2017	Full	Good
20/02/2017	Interim	Improved effectiveness

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

Recommendation

- The registered person should ensure that the home is decorated to a good standard with work detailed in the home's development plan addressed in a timely manner. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the children's home since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

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

Inspectors

Wendy Anderson, Social Care Inspector
Sharron Escott, Social Care Inspector

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