

Inspection report for children's home

Unique reference number	SC062651
Inspector	Rosie Davie
Type of inspection	Full
Provision subtype	Children's home

Registered person	Care Focus Limited
Registered person address	Care Focus Ltd 18 Bury Street STOWMARKET Suffolk IP14 1HH
Responsible individual	Jean Lloyd
Registered manager	Jane Mary Burch
Date of last inspection	20/03/2014

Inspection date	17/12/2014
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Previous inspection	good progress
Enforcement action since last inspection	No enforcement since last inspection

This inspection	
Overall effectiveness	good
Outcomes for children and young people	outstanding
Quality of care	good
Keeping children and young people safe	good
Leadership and management	good

Overall effectiveness

Judgement outcome	good
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The staff work together to provide personalised and individualistic care. Care is person centred and tailored to meet the individual needs of each young person reflecting their cultural identity. Education is integral to the service. Social care and education staff work together to prioritise young people's opportunities to attend and improve in education.

One external agency stated: 'The staff have exceeded expectations because the young person has turned their life around.'

Young people speak positively about their experiences. They are aware of the significant progress that they make in education and employment.

This inspection makes one requirement and two recommendations. These address shortfalls regarding the risk of fire, missing from home, and the impact of restraint for young people who witness incidents.

The experienced Registered Manager focuses on improving young people's life chances. The staff team are committed to achieving exceptional outcomes for the young people in placement.

Full report

Information about this children's home

This home is one of a small group of homes run by an independent provider. This home offers care for up to four children and young people. Education is available within the setting. Therapeutic services are available for the children and young people to directly access.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/03/2014	Interim	good progress
29/08/2013	Full	good
15/01/2013	Interim	satisfactory progress
22/05/2012	Full	adequate

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

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 Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
32 (2001)	ensure after consultation with the fire and rescue authority, adequate precautions are taken against the risk of fire, with specific regard to consistency of all checks and drills. (Regulation 32 (1) (a))	23/01/2015

Recommendations

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

- if a child is missing from the home and their whereabouts is not known, ensure the home's procedures are compatible with and have regard to Runaway and Missing from Home and Care protocols and procedures maintained and managed by the police or by the local authority for the area where the home is located, with specific reference to profiles for young people. (NMS 5.6)
- ensure all children and young people are given the opportunity to discuss incidents of restraint with specific reference to those who have witnessed or been affected by an incident, with a relevant adult. (NMS 3.17)

Inspection judgements

Outcomes for children and young people **outstanding**

Young people are significantly developing their confidence; they make good decisions and gain insight into their backgrounds. This helps them to understand the reasons for being in placement. They make and sustain significant relationships with staff which helps them to accept advice. As a result young people are not involved in high risk taking behaviours and are not at risk of further physical or psychological harm. One young person said: 'I have learned a lot from being here. I now know I am capable of dealing with everyday problems and that I can walk away when I get angry.'

Young people understand the importance of healthy lifestyles. They make informed decisions about diet which means that they choose to eat well. Those who smoke understand the key health risks and have intentions to stop. Young people say: 'smoking is not good for health or finance, and I plan to stop before leaving here.'

Young people meet the expectation of attending school. Some young people attend school within the home, and others attend mainstream school in the local community. A number achieve 100% attendance.

Young people sit GCSEs and have the opportunity to complete nationally approved qualifications. Those who have completed formal education attend college and take forward work apprenticeships. One young person said: 'the best thing about being here is that I have got my education back on track. This means I can change my future.' Young people are recognising their own potential employability. One young person said: 'learning about employee rights and responsibilities has helped me massively to understand what I need to do as an apprentice.' This means that young people learn to understand their role in the workplace.

Young people learn cooking skills and take part in group food preparation. They take part in a range of household management tasks. Some young people follow path way plans. This means that they make active contributions within the home. One young person said: 'I am learning about what it would mean to live on my own. I have learned how to change a fuse and replace a light bulb.' This provides the opportunity to meaningfully prepare for independence and adult life.

Quality of care **good**

Staff have ambitions for young people. The staff recognise young people's potential and support them to reach it. For example, they read to young people, which provides stimulation and helps them develop their knowledge base. The result is that

young people choose to read independently, which improves confidence and ability.

Staff have developed meaningful relationships with the young people. One young person said: 'the support the staff have given me is amazing.' Staff play childhood games with the young people which creates a fun atmosphere and helps to develop trust.

Staff provide quality, personalised one to one care. Each young person has a team of key workers who are responsible for the implementation and review of the placement plan. Staff dedicate individual weekly time to each young person. Planned sessions reflect the placements goals. One young person said: 'every key work session is spot on for helping me with what I need to know. Staff have taught me about things like mental and sexual health.' Young people access Child and Mental Health Services. Therapeutic services are available for young people including direct support from a psychotherapist. Young people are encouraged to review their care, and as a result young people are engaged in their plan, and understand their placement goals.

Staff regularly hold young person's meetings, where attendance and contributions encourage ideas and questions about the running of the home. Young people receive help to personalise their bedrooms and some keep pets. This means they have an interest and involvement in the running of the home.

Young people understand how to make a complaint. Information is available in the young person's guide and on the communal notice board. Managers provide a written response. This helps young people to see that issues of concern receive priority.

Staff work closely with colleagues in education and are patient and creative to encourage attendance. Young people receive staff support in the classroom and benefit from guidance across the school day. This sets the scene for impressive rates of attendance and achievement.

Staff provide personalised, interesting and culturally relevant activities for young people. Opportunities include dance, swimming lessons, drama and boxing. From this young people are encouraged to be healthy, and to benefit from structure and routine across the week.

The home is rurally located and within driving distance of a range of facilities and amenities. The premises provide ample private and communal space for young people living there, helping them to feel comfortable and safe.

Keeping children and young people safe **good**

Young people say clearly that they feel safe and those spoken to say that they identify the home as a safe place to live.

Young people do not go missing from this home. Staff are aware of the local joint police and local safeguarding procedures. However, missing from home profiles were not available for this inspection. This is a short fall which has no impact for the current young people in placement.

Staff offer financial incentives to encourage positive behaviour. One young person said; 'I can earn points for everything that I do across each day. If I get enough points I can earn more money at the end of the week. This works for me and it makes me want to do well here.' In addition staff offer personalised incentives and award gold stars for exceptional behaviour. This means that staff are positively engaging with young people when offering opportunities to make appropriate behavioural choices.

The number of restraints is high for some young people. Young people spoken to say that staff hold young people safely and only when there is a risk of harm to the young person or to others. Records show that staff are trained to use restraint and that it is used in line with government guidance. However, the system falls short because young people who are witnesses do not have opportunity to discuss the impact of these incidents.

The organisation robustly selects and recruits staff to work in the home. Safe recruitment pre-employment checks are completed. All new staff receive an induction within their probationary period. All staff access training in safeguarding. This helps to ensure the suitability of adults working with the young people.

Staff complete fire checks. However these are not completed or recorded consistently. This is a shortfall which comprises safety. Staff create individual and activity risk assessments. They regularly review these. This helps to keep young people safe both in and out of the home.

Leadership and management

good

The Registered Manager took up post in January 2013 and has completed the required level five management diploma in health and social care. She is motivated to empower children and young people to reach their potential.

The requirement and recommendations from the previous inspection have been addressed which demonstrates capacity to improve.

The internal monitoring systems provide an overview of performance and placement progress. External monitoring provides regular feedback about the homes productiveness. Managers consult with young people, parents and external agencies

about the effectiveness of the quality of the care provided and their experiences of the home. Managers use the information to identify how best to raise standards and this informs the content of the service development plan. The management team are aware of the homes strengths in achieving positive outcomes for young people, and are aware of the areas for improvement. The managers set the culture of the home and as a result influence the difference that living in the home is making for young people.

Staff receive regular formal supervision which helps to improve practice. Staff have the opportunity to attend training to help them in their role, for example, working with autism and supporting family contact. There is an expectation from managers that staff attend training and work to achieve the best possible outcomes for the children and young people cared for.

Managers ensure that parents and key stakeholders receive accurate information about incidents or events in a timely manner. This ensures transparency and places children and young people at the centre of planning.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

Information about this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.