

Children's homes – Interim inspection

Inspection date	02/03/2017
Unique reference number	SC062785
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	MIG House Residential Home
Registered provider address	8A Bushwood, London E11 3AY
Responsible individual	Khairoonessah Dustagheer
Registered manager	Nicola Anson
Inspector	Linda Kim-Newby

Inspection date	02/03/2017
Previous inspection judgement	Outstanding
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 outstanding at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness. The registered manager has successfully addressed the two recommendations made at the last inspection. The home's whistle-blowing policy has been updated with clear procedures for reporting any concerns involving a relative of the responsible individual who works for the home. To ensure impartiality, an independent person is now in place to investigate such concerns as and when they arise. The home's safeguarding policy includes e-safety, which is reviewed regularly. Staff have taken mandatory e-safety training in line with the policy, which they say that they have found helpful. No complaints have been made since the last inspection. There have been no incidents of children going missing from home. Effective behavioural management plans are in place for each young person in the home, which are consistently reinforced by the staff and managers. Risk assessments are regularly reviewed and updated. Safeguarding incidents are handled robustly in line with the appropriate procedures involving health, police and the local authority designated officer. However, one safeguarding incident, which was serious enough to have been reported to the regulator due to its worrying pattern, was not reported to Ofsted. Young people continue to make significant progress in the home, despite their challenging starting points. Staff and managers are finely attuned to the needs of the young people and demonstrate high aspirations for them. One young person, who was on an array of medication at the time of his admission, has since been taken off all of his medication due to the actions of the staff who have supported him to manage his complex needs. A classroom teacher who has visited the home praised the staff's work with the children, stating that 'Staff are absolutely brilliant,' and 'I could not rate them higher.' a young person's behaviour at school has improved due to the partnership working between the home and the teachers. Through regular communication, consistent behavioural management practice and expectations, young people are supported to achieve positive outcomes in their education.	

Staff are actively preparing one young person to move on to an adult care home in the next few months by helping him acquire independent life skills. The registered manager has found the young person an appropriate adult care home with residents close to his age and with similar needs and strengths. The staff and managers have shared their risk assessments and other relevant reports with the new home and have been supporting the young person with pre-placement visits. Such careful planning helps to reduce the anxiety that the young person might experience during this period and helps him to feel more hopeful and confident about his future.

Staff and managers continue to advocate strongly for children and young people. For example, the home has made it possible for one young person's community mental health support to be reinstated, which allows them to receive the necessary therapeutic intervention they need.

Children and young people are encouraged to build relationships with the adults in the home. They are also well supported with a range of activities that reduce the sense of isolation brought on by their complex needs. Staff and managers use sign language and picture exchange communication systems alongside other methods with the young people who have no, or limited speech. The staff and managers constantly seek out the young people's views and help them to develop their communication with one another. This also helps young people feel heard and valued.

The home continues to benefit from a stable and highly skilled workforce. Staff receive regular supervision, and appraisals are timely and comprehensive. Opportunities for reflective practice are offered, and exchanges of creative ideas to improve their individual and collective care of the young people are frequently discussed in team meetings. Key working sessions reflect the targets set in the care plans. This helps to promote better outcomes for young people.

A rewards system is in place to reinforce positive behaviour. The home continues to celebrate the young people's achievements, however great or small, which has a positive impact on the young people.

Information about this children's home

- This privately owned children's home accommodates up to nine children. It offers long-term as well as respite care for children with a learning disability.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/11/2016	Full	Outstanding
30/12/2015	Interim	Improved effectiveness
03/06/2015	Full	Outstanding
16/03/2015	Interim	Improved effectiveness

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:

- Ensure that Ofsted is notified of events deemed serious, assessing each case individually taking into account any pattern of behaviour which may indicate an increased risk to the child. ('Guide to the children's home regulations including the quality standards', page 64, paragraphs 14.10–14.12)

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 that 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 whom 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'.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Raising concerns and making complaints about Ofsted', which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, work-based learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for children looked after and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2017