

Children's homes inspection - Full

Inspection date	03/06/2015
Unique reference number	SC062785
Type of inspection	Full
Provision subtype	Children's home
Registered person	MIG House Residential Home
Responsible individual	Mrs Khairoonessah Dustagheer
Registered manager	Mrs Nicola Anson
Inspector	Ms Filiz Osman

Inspection date	03/06/2015
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	Outstanding
The children's home provides highly effective services that consistently exceeds the standards of good. The actions of the home contribute to significantly improved outcomes for children and young people who need help, protection and care.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Outstanding

SC062785

Summary of findings

The children's home provision is outstanding because:

- Excellent partnership working with families and professionals ensures children can make very good progress. Families and professionals find the home is providing an outstanding service.
- The social model of disability is evident in all the home does. Positive attitudes ensure children can access the services and support they need.
- Support for education is excellent with all children achieving 100% attendance.
- Children have exceptionally positive experiences in this home. They experience warm relationships and clear routines from a consistent, child-focused staff team. They enjoy the varied activities on offer.

Full report

Information about this children's home

This children's home is privately owned. It is registered with Ofsted to accommodate up to nine children. It offers long-term care, as well as respite care for children and young people with a learning disability.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/03/2015	Interim	Improved effectiveness
24/09/2014	Full	Good
06/02/2014	Interim	Good progress
29/10/2013	Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	outstanding
Children are supported to make exceptional progress in this home. For example, some achieve beyond expectations in terms of improved behaviour and no longer hurt themselves or staff. Others respond to the firm boundaries staff set and significantly reduce challenging behaviour. A social worker says a child has 'moved on leaps and bounds' and 'speech has come along and confidence is brilliant'. Children look forward to their stay in the home. Parents are confident that their children will enjoy their short break. For example, one says their child gets excited when told they are going to stay and 'gets their suitcase out straightaway!' The quality of care is highly individualised. Staff demonstrate an excellent knowledge of children's needs, for example, by taking into account children's individual communication needs. Children are involved in choosing the week's menu. Staff observe those who are non-verbal to see what foods they like and use picture cues and signs to ask others for their preferences. They make sure children are given choice and can contribute to decision making, such as in group discussion and individual time. There are very positive relationships between staff and children. Staff really care about children's well-being and want them to enjoy their experience in the home. One staff says they 'get on really well' with the children and 'know their triggers well'. Another says it is important to 'be friendly, take them out, build a relationship, and give them time – what you would do with your own children'. Children's health arrangements are strong. Health matters are closely monitored, for example, on matters concerning puberty and personal care. They are assisted according to their level of need. Older children's emerging sexuality is dealt with sensitively and guidance given on managing relationships. Children are very well supported to develop positive self-esteem and a sense of identity. Staff talk to children, compliment them and make them feel important, for example through role play. They are supported to have a positive self-image and personal appearance, for example by choosing appropriate clothing to wear, having regular haircuts and maintaining good levels of personal hygiene. Encouragement to learn at school and good communication with schools has supported children's excellent attendance record. This maximises their opportunity to learn and make progress.	

Children access any activities they wish to try in the local community. These are age-appropriate and based on their preferences. They enjoy a wide choice of options such as attending youth clubs, discos, bowling, a fun fair and climbing. Some activities are sourced which meet children's individual needs, for example, watching films at a cinema on 'autism-friendly' days. Children also benefit from helping others in the community, for example, cleaning the church.

Effective planning with families helps prepare children for when they move on from the home. Often this is initiated by the home even before local authorities have started to plan and is done in a way which is suitable to the individual's needs. For example, some like to help wash dishes or clear-up after meals to help them learn to be independent.

	Judgement grade
How well children and young people are helped and protected	good
Children's safety is promoted well. Children are kept safe because staff have a clear focus on protecting them. Close supervision has meant that no children have gone missing from the home or when out on activities. There are sufficient staff to ensure they are well-supervised at all times. The building is refurbished in the last year. It provides good quality facilities for children's use, for example for sensory experiences and time out when children require this. Children enjoy preparing meals and snacks in the kitchen. Good arrangements for fire safety and the safety of the premises, for example, with regular checks of fire equipment and electrical appliances, make sure the premises are as safe as possible. Regular staff training and effective communication with the local designated officer make sure any allegations or suspicions are referred appropriately. Complaints and concerns are welcomed, although few complaints are made, with only one since the last inspection. A parent says they feel able to complain or discuss any matters easily with staff. They say the home is 'a good place for my son'. Staff are trained in de-escalation techniques, using these successfully to manage children's behaviour and help them feel secure. It is impressive that there has been no need to restraint a child during the period since the last inspection. Any incidents are followed-up well so that staff can learn from these.	

Staff are confident about how to report any concerns or allegations. An 'open culture' is encouraged where any concerns can be discussed. This helps ensure children's safety. Staff effectively challenge others when they perceive shortfalls in how children are supported, for example, if schools do not invite staff to meetings which are being held in children's best interests.

	Judgement grade
The impact and effectiveness of leaders and managers	outstanding
Children benefit from outstanding leadership. The Registered Manager is experienced. She has a level four diploma and is working towards achieving a suitable level five qualification. There is stability of management as she has been leading the home for three years. The Registered Manager has excellent oversight of the service. She checks what goes on and writes reports of her monitoring at the required frequency. This ensures the service can constantly improve. She updates her knowledge of changing regulations to make sure her service complies with current legislation. The manager has a clear vision for the future of the home and understands its strengths and weaknesses. Children benefit from a consistent staff team. This helps them establish positive relationships. A social worker comments on a child's progress: 'Extremely pleased with how she is doing. Staff being the same makes such a difference so she is able to build a rapport and move forward.' Leaders and managers respond well to any identified shortfalls, for example, those highlighted by their independent visitor who visits the home monthly to check what goes on. There is a robust response to any recommendations or requirements set by Ofsted which also helps to drive improvement. No recommendations or requirements are made as a result of this inspection. The home has an inclusive approach to providing care. The Registered Manager is well-regarded as a person who 'leads by example'. She sets the home's approach to promoting children's rights and equal access. The social model of disability is evident throughout, from staff attitudes and planning to engagement with families and local authorities. Religious and cultural needs are met and respected. A social worker says the home 'meets cultural needs allowing the child choice'. Staff are positive about their work with children and their families, the manager,	

their colleagues and the responsible individual. They receive sufficient support to do their work and to continually improve their performance, for example through regular supervision, training and appraisal.

Good administrative systems support staffs' work with children. There is clear record keeping, for example in ongoing chronologies and records of children's achievements.

Clear information is provided to those using the service. An updated statement of purpose and an appropriate children's guide makes sure people know what to expect.

A careful approach to matching children new to the home to the existing residents ensures any negative impact of a new admission is minimised. The staff team's input is valued when making decisions about new admissions. Children and their families are invited to visit the home before deciding whether they wish to stay. Staff show empathy and respect to parents to make them and their children feel welcome in the home.

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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