

Children's homes - interim inspection

Inspection date	14/01/2016
Unique reference number	SC062931
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Channels and Choices Kent LLP
Registered person address	10 Clanwilliam Road, Deal. Kent, CT14 7BX

Responsible individual	Martin Scholfield
Registered manager	Ty Warncken
Inspector	Jan Hunnam

Inspection date	14/01/2016
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 judge that it has Sustained effectiveness. Young people have a very positive experience at the home and continue to make excellent progress. They receive consistent care from staff who are committed to providing them with a secure family environment where they have opportunities to develop and where staff respond to their individual needs. Staff recognise young people's changing needs and behaviour and react with thoughtful strategies compiled through analytical collaboration with therapists. Young people benefit from effective support strategies to advance their psychological and emotional well-being, resulting in significant improvements in their behaviour. Led by a Registered Manager who is committed to providing young people with opportunities to thrive and flourish, staff recognise when strategies are not effective and seek to implement alternative approaches. Young people benefit from staff constantly trying to understand the meaning of their behaviour. Trusting young people is central to the approach. They respond to 'trust with boundaries' within the context of exceedingly positive and meaningful relationships with staff. Through mutual respect and a feeling of being valued, young people develop a sense of empowerment and take greater responsibility for themselves. Consequently, incidents involving a young person being reported missing and being involved in anti-social behaviour have reduced dramatically as they respond to staff's confidence in their ability to behave appropriately. Education is highly valued. Staff are ambitious for young people to succeed to improve their future life chances. They are doing well at school with very good attendance and are receiving support from staff to ensure the next stage of their education is appropriate to their specific abilities and aptitudes. Young people are settled at the home. They develop a sense of safety and trust in the adults who care for them. Incidents involving physical intervention are not frequent due to staff knowing them well, understanding their individual needs and	

responding to their anxieties and emotional requirements. The Registered Manager monitors such incidents closely and ensures that staff learn from the experience and consider alternative approaches in the future to avoid the necessity of such a measure.

Complaints are also rare as young people are confident and comfortable in talking to staff about any concerns. There has been one formal complaint by a young person since the last inspection. This was investigated by the Registered Manager, who held a restorative meeting with the young person and member of staff, leading to a positive outcome for all concerned.

Close partnership working with external professionals and agencies continues. Staff work collaboratively with school staff, health professionals and the local police to ensure all young people have the level of support appropriate to their needs. Staff are also working imaginatively and constructively with the local community. A young person helped to organise a successful fund raising event for charity at the local church. The church is eager to repeat this event and the young person now attends the church youth club.

The Registered Manager has a strong safeguarding ethos. Safeguarding systems are robust and include effective consultation with the Local Safeguarding Children's Board and appropriate responses to any matters of concern.

Close monitoring of all activity within the home by the Registered Manager ensures high standards of care and support for young people. Leadership and management has been strengthened by the appointment of a deputy manager who is providing additional support for staff and young people. The organisation responded quickly to the requirement made at the previous inspection. The fire risk assessment has been completed by an external specialist and remedial work undertaken to resolve the issues highlighted. Managers strive to continually improve the quality of care and develop staff practice. The home is effective in making a difference to young people's lives.

Information about this children's home

The home is registered to provide care and accommodation for up to three young people with emotional and/or behavioural difficulties. The home is operated by a private organisation. It offers therapeutic residential care for young people.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
08/10/2015	Full	Outstanding
23/03/2015	Interim	Improved effectiveness
06/01/2015	Full	Good
07/01/2014	Interim	Satisfactory progress

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 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 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*.

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