

Inspection report for children's home

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|--------------------------------|-----------------|
| <b>Unique reference number</b> | SC063110        |
| <b>Inspector</b>               | Louisa Bayley   |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

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|----------------------------------|-------------------------------------------------------------------------|
| <b>Registered person</b>         | Suffolk County Council                                                  |
| <b>Registered person address</b> | Suffolk County Council, Endeavour House Russell<br>Road IPSWICH IP1 2BX |
| <b>Responsible individual</b>    | Clifford Martin James                                                   |
| <b>Registered manager</b>        | Nina Penelope Clark                                                     |
| <b>Date of last inspection</b>   | 26/06/2014                                                              |

|                        |            |
|------------------------|------------|
| <b>Inspection date</b> | 06/08/2014 |
|------------------------|------------|

|                                          |          |
|------------------------------------------|----------|
| Previous inspection                      | adequate |
| Enforcement action since last inspection | none     |

## This inspection

This home was judged adequate at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

This inspection took place six weeks after the full inspection, in June 2014. Despite the short period of time since the full inspection, the manager has cultivated significant improvement. This is reflected in the reduction of incidents of negative behaviour and incidents of young people going missing. The group dynamic has settled because of the insightful practice of the manager.

During this inspection, Ofsted investigated a complaint made by a third party. The practice, systems and leadership of the home demonstrated that staff address issues and promote young people's safety. The concern is now closed.

The manager has addressed two of the four requirements and two of the recommendations raised at the full inspection. She has improved internal monitoring, including consultation with young people, and introduced a robust system for recording the action taken in response to complaints. Records of sanctions do not consistently reflect young people's views or that staff have spoken to them about the sanction. This does not ensure that young people have the opportunity to express their opinions.

The manager has taken action to improve the peer relationships in the home. Staff and young people play games together and eat meals together. These social situations have contributed to increased tolerance, acceptance and understanding between young people and a reduction in negative behaviour. To date, young people have not accessed community based activity groups. The manager is working with young people to discuss their ideas, suggestions and preferences with a view to making links to potential groups.

There are plans in place to make improvements to the physical environment of the home. Ofsted set a timescale and the manager has time remaining to implement

improvements before the deadline. She was able to demonstrate that the organisation has obtained quotes and contracted external professionals to undertake the maintenance and repairs.

Staff have made some improvement in the recording of key work sessions. However, this is inconsistent between key workers and does not fully capture and reflect the work undertaken. Consequently, this does not provide a full and accurate picture of the progress young people make or the areas that need further support.

Young people are making good progress in all areas of their development. They have improved their attendance and engagement in education. Some young people have successfully completed work experience, are taking on mentoring roles in school and engaging in bespoke education packages. They have developed confidence, enabling them to initiate conversations, join group situations, such as meal times and reduce anxieties linked to social activities. Young people have developed positive contact with those who are important to them, supported by knowledgeable and understanding staff.

Young people have increased their understanding of health risks. They are engaging with external professionals to help them to reduce behaviours that pose health risks, such as smoking and alcohol abuse. The care experience for young people has become increasingly positive, supporting them to reach their potential and enjoy equality of opportunity despite the barriers they face.

Young people say they receive good quality care. One young person said: 'The manager goes out of her way to care for us and I feel she really does care.' Young people say they have good relationships with the staff, which makes them feel able to raise their concerns and know they are listened to.

The manager uses a range of resources and links with external agencies to provide training, increase knowledge and equip staff with the skills they require to effectively meet young people's needs. She has engaged an organisation to meet with the staff to support them to discuss sexual health and exploitation issues with young people. The manager participates in the mental health steering group and is able to cascade developments to the staff in the home. This contributes to continuous professional development within the staff team, underpinning their work with young people in delivering good quality care.

## Information about this children's home

This home provides care and accommodation for up to five young people aged between 11 and 16 years, who may have emotional or behavioural difficulties. The home accepts both planned and emergency placements and is owned by the local authority.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement  |
|-----------------|-----------------|-----------------------|
| 26/06/2014      | Full            | adequate              |
| 03/10/2013      | Full            | adequate              |
| 07/08/2013      | Full            | inadequate            |
| 07/01/2013      | Interim         | satisfactory progress |

## 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   |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 17B<br>(2001) | ensure that within 24 hours of the use of any measure of control, discipline or restraint in a children's home, a written record is made in a volume kept for the purpose which shall include all matters set out in Regulation 17B. (Regulation 17B (3)(h)) | 12/09/2014 |

## Recommendations

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

- ensure all staff's work is consistent with these Regulations and NMS, the hom

policies and procedures, in respect of recording regular key work sessions with young people (NMS 21.3)

- support young people to take part in age appropriate peer activities as agreed by the home's staff in a way similar to how a reasonable parent might reach agreement with their children (NMS 7.5)

## **What inspection judgements mean**

At the interim inspections 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**

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.