

Children's homes - interim inspection

Inspection date	11/02/2016
Unique reference number	SC063219
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Children Assisted in a Real Environment Ltd
Registered person address	144 Old Oak Road, LONDON, W3 7HF

Responsible individual	Linda Blakely
Registered manager	Natasha Robinson
Inspector	Christine Kennet

Inspection date	10/02/2016
Previous inspection judgement	Good
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 Good at the full inspection. At this interim inspection, Ofsted judge that it has improved effectiveness. The home has made good progress since the last full inspection in July 2015. All the requirements and one of the two recommendations are met. Where one recommendation is not met, progress is being made and there is no impact on, or risk to young people as a result. At the last inspection, leadership and management was judged to require improvement due to a number of shortfalls in the policies and procedures which support the smooth running of the home, for example the statement of purpose, an assessment of the location of the home and the safeguarding policy. Leaders and managers have worked hard to address these issues and have updated essential paperwork. This supports staff in implementing the regulations and standards of care required and helps to ensure a consistent level of care and protection to young people. The registered manager has updated the statement of purpose, which now accurately reflects the service and the ethos of what the home is setting out to do. A thorough risk assessment of the home, including the areas outside the home has been completed. This identifies the local networks for safeguarding and support services and how to access these. It also identifies local risks and helps staff to keep young people as safe as possible. Supervision of staff has improved. The manager is also in the process of completing staff appraisals, which will ensure better staff development and address any poor practice issues; ensuring young people receive high quality care. Two staff members still need an appraisal of their practice. External monitoring of the home by an independent visitor, who visits each month, ensures that practice is improved and developed. The registered manager completes a review of the quality of care, drawing from the independent reports and this informs a development plan, which will further improve service provision. A key strength of this home is the stability of placements. Leaders and managers prioritise the welfare of the young people by ensuring they do not accept	

unsuitable referrals. Since the last inspection, no young people have left the home.

Young people gain good support and preparation in independent living skills, such as shopping, laundry, budgeting and cooking during their time in the home. Clearer advocacy and agreements with placing authorities about when young people leave the home will avoid anxiety and delays for young people and ensure better transitions to independent living.

There is an emphasis on building positive and strong relationships within the home. The young people get on well together, often choosing to go out together in the community. They have enjoyed various activities including go karting, cinema trips and meals out. One young person is taking driving lessons and offering mentoring for another resident to do the same.

One young person says, 'They (staff) respect you for who you are.' Building relationships and trust with staff helps young people with confidence, positive identity and self-esteem. One social worker says how well a young person has done during his time in the home in 'managing emotions' and 'forming strong relationships'. Another social worker comments on the 'stability of the home' and the 'positive impact' the staff have had on the young person in placement.

Young people feel safe and respected. They are encouraged to respect themselves and others and given the opportunity to embrace their own heritage, language and cultural differences. Young people benefit from the home's updated safeguarding policy and e-safety policy. The policy does not yet include arrangements to counter risks of self-harm and suicide although no young people in the home are at risk as a result. Physical interventions are rarely used in this home, however where one incident has taken place, recording of the incident has not fully complied with the homes policies.

Staff encourage young people in their attendance at college or work experience. There is an expectation that young people engage in some form of daily activity and their attendance is linked to the home's positive reward scheme. Young people aspire, gaining positive support and encouragement from staff to apply for part time jobs, community volunteering and University.

The home endeavours to promote positive contact, in accordance with the placing authority's agreements. Young people are supported to keep in contact with family and friends and international calls are promoted where their families live outside of the United Kingdom.

Information about this children's home

The home was registered in 2005 to provide residential care and support for up to five young people with emotional and behavioural difficulties and who present with challenging behaviour. The emphasis is on providing a family environment and a warm, professional and caring approach. The home is owned and operated by a private organisation that has another registered home in the area. One registered manager is in charge of both homes.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/06/2015	Full	Good
18/02/2015	Interim	Sustained effectiveness
23/06/2014	Full	Adequate
27/02/2014	Interim	Satisfactory progress

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(s):

- Ensure all staff must have their performance and fitness to carry out their role formally appraised at least once annually. This appraisal should take into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and the children in the home's care. As part of the performance management process, poor performance should be addressed by a timely plan to bring about improvement. (The Guide to the Quality Standards, page 61, paragraph 13.5)
- Ensure staff are familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording. With specific reference to the recording of physical interventions. (The Guide to the Quality Standards, page 62, paragraph 14.4)
- Ensure the policy on protection of children from abuse and neglect should include arrangements in relation to counter risks of self-harm and suicide. (The Guide to the Quality Standards, page 44, paragraph 9.19)
- Ensure the registered person works with the placing authority to ensure that each child's transition is planned and help each child to prepare for leaving both practically and emotionally. (The Guide to the Quality Standards, page 57, paragraph 11.9)

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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