

SC063683

Registered provider: Manchester City Council

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This local authority children's home provides care and accommodation for up to six young people with emotional and/or behavioural difficulties.

Inspection date: 19 February 2018

Judgement at last inspection: Good

Date of last inspection: 31 October 2017

Enforcement action since last inspection:

N/A

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 last full inspection.
At the interim inspection, Ofsted judges that it has sustained effectiveness.

A new manager has been appointed to the home. This manager brings with her a number of years residential care experience. An application for registration has been received by Ofsted.

At the time of this inspection three young people are accommodated in the home. Each new placement has been assessed against the needs of those young people already accommodated in the home. The manager said, 'We are trying to match young people and only offer placements where we feel we can meet individual needs without there being a negative impact on those already living here. This can be difficult when we have beds available and young people needing to be placed.' In order to sustain this, the authority must take a 'lessons learned' approach and ensure managers are supported in their decisions to offer a placement or not, based on their individual assessment. A

recommendation is made to address this matter.

External monitoring visits take place at regular intervals. However, reports lack a clear and consistent analysis of how the home safeguards young people or the quality of care provided in the home. For example, some information within reports is contrary to the records stored in the home. As a result, reports fail to serve as a developmental platform for this home to progress. A recommendation is made to address this matter.

All young people have educational placements and since moving into the home, attendance is improved. Records reveal that staff and teachers have formed close working relationships and frequently share information in order to provide appropriate support to young people at school. A member of staff said, 'We are building a better culture here. We want young people to go to school and to do well. When young people move in they understand that school is an essential part of their day.'

Since the last inspection in October 2017, there have been two complaints made by neighbours regarding the behaviour of young people living in the home. One complaint was unfounded while another was upheld. Staff worked with young people to address 'noisy' behaviours and the impact for those in the community. As a result, young people apologised to neighbours and since this time have built better friendships within the community.

Young people know how to complain. They are provided with information including the young people's guide and helpline numbers which are displayed within the home. There have been no complaints from young people since the last inspection.

Staff are trained in the use of physical intervention. Interventions taking place are suitably recorded and contain a chronology of de-escalation and redirection techniques used in the management of some confrontational behaviours. However, many of the episodes of restraint are also accompanied by allegations from some young people with a previous history of this type of behaviour. Although the allegations are quickly retracted, the manager is able to demonstrate a consistent liaison between the placing authority social worker, independent reviewing officer and senior managers with regard to all allegations. Nevertheless, some records are unclear and do not contain information such as, if the designated officer been informed. Likewise, some records fail to highlight potential triggers for behaviours including patterns or trends. Consequently, not all records provide a clear analysis and conclusion to allegations made by young people living in the home in accordance with the home's procedures. As a result, a recommendation is made to address this matter.

Up-to-date risk assessments are in place and serve to help young people identify risks and work together with staff on ways to minimise risk taking behaviour. One young person with a history of frequent missing from home episodes is making good progress in the reduction of such episodes. This is because staff worked with the young person to identify the reasons why he was going missing and develop a plan to address these issues. Records of young people being missing or absent are thorough and provide a clear reflection of the actions taken by staff and external safeguarding agencies in order

to secure the safe return of the young person.

Young people are supported to maintain contact with important people in their lives. Individual contact plans detail the support and/or supervision necessary to ensure positive contact is maintained. Likewise, staff work hard to help rebuild fractured relationships with some family members. This has proved successful with one young person now planning to return to live within his family home.

Recreational activities are encouraged and supported. During the course of this inspection young people were observed singing karaoke and enjoying banter with staff. There are ample indoor games including arts and crafts and baking and a spacious garden for ball games. Young people take part in trampolining, go-carting, football, cinema and bowling. Some young people have also commenced community based groups such as gymnastics. It is clear that staff encourage young people to make friends at school and within their community. This enables young people to build in confidence and self-esteem while feeling part of the community they live in.

At the last inspection in October 2017 three recommendations were made to further improve practice. The manager has made good progress in addressing these matters. Supervision is now taking place on a consistent basis and is read and signed by all staff. The employee workforce plan has been updated to include the training undertaken and planned for all staff employed at the home and the location risk assessment is now reviewed as part of the home's overall monitoring of care. At this inspection three recommendations are made to further improve practice as detailed within this report.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
31/10/2017	Full	Good
11/07/2017	Full	Inadequate
02/03/2017	Interim	Declined in effectiveness
17/08/2016	Full	Good

What does the children's home need to do to improve?

Recommendations

- Any individual appointed to carry out visits to the home as an independent person

must have the skills, experience and professional background in order to make a rigorous and impartial assessment of the care provided in the home. (The guide to the children's home regulations including the quality standards 15.9, page 65 paragraph 9)

- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans and where they have fully considered the impact that the placement will have on the existing group of children. (The guide to the children's home regulations including the quality standards 11.4, page 56 paragraph 4)
- Any allegation of harm or abuse must be addressed and recorded in line with the home's child protection policy. (The guide to the children's home regulations including the quality standards 9.18, page 44 paragraph 2)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC063683

Provision sub-type: Children's home

Registered provider address: Manchester City Council, P O Box 532, Manchester, M60 2LA

Responsible individual:

Registered manager: Post Vacant

Inspector(s)

Maria McGranaghan, social care inspector

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