

Children's homes – Interim inspection

Inspection date	07/02/2017
Unique reference number	SC063813
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	D M R Services Ltd
Registered provider address	D M R Services, 102 Queslett Road East, Sutton Coldfield B74 2EZ

Responsible individual	Sally Neville
Registered manager	Samantha Turley
Inspector	Michelle Spruce

Inspection date	07/02/2017
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 judges that it has improved effectiveness.	
The home was last inspected in May 2016. As a result of this inspection, the home is judged improved effectiveness. No requirements or recommendations have been made as a result of this inspection. The two requirements and two recommendations made at the last inspection have been met. The football area has been cleared of brambles and new slabs have replaced the broken ones. The area is now safe and free from hazards. The temperatures of cooked food are now recorded. As a result, the risk of food poisoning is reduced. There is now a window blind that protects the privacy of young people when using the bathroom. The manager and deputy both have regular supervision. They now keep a record to demonstrate the frequency. This ensures that their practice and development is continually assessed. There is now an updated policy about the use of electronic devices used for monitoring and surveillance. It is now in line with regulation. As a result, the use of the measure is only used in accordance with regulation. There have been eight admissions and eight discharges since the last inspection. Staff help young people to move on in line with their care plan. Two young people have been in a settled placement since the last full inspection. One is soon to be 18 and is in the process of transition to independence. Both young people recognise their progression since coming to live in the home and are proud of their achievements. A young person said, 'I have managed to get my provisional driving licence. I have my own passport and bank account. I finished my college course and am now planning to get my own flat. Staff have been really good in helping me to do my shopping, washing and cooking. I feel more confident now in doing more for myself.' The manager and staff work hard to ensure that young people are provided with suitable education placements. They constantly challenge education providers and work well with the virtual head to secure education placements. As a result, young people who have been out of the education system for some time now access learning appropriate for them. A young person said, 'I am now in school. I am	

doing really well.' A bail officer said, 'They have provided transport for him to and from school. His educational needs are met. Staff always attend meetings. They contribute positively and tell us what is going on and what he is doing.'

The service now has access to a new employee who has the role of 'drug, alcohol and crime prevention officer'. Young people can now access the officer to help them to gain better knowledge and understanding of the effects of crime on them and their families. The programme offers a selection of topics that address a range of topics in relation to crime. A bail officer said, 'Staff support (the young person) to abide by his bail conditions. They do lots of work around his offending behaviour and related crime issues. This has had a positive impact on him. He is becoming more aware of issues. He has avoided getting involved in any other offences. The sessions prove really positive.'

The manager has improved the process of admissions. She visits the proposed young person before accepting the placement. By doing this, the manager is more able to assess the needs of the young person and evaluate if they are a good match to live with other residents. The manager said, 'We have realised where placements would not be suitable as a result of going to see the young people before accepting the placement.' A young person said, 'Staff came to see me before I moved. They gave me a welcome book.'

Young people are safe living in the home. The use of physical intervention has reduced. Young people feel settled as a result of their familiarity with staff and the manager. As a result, behaviour is managed appropriately. Relationships are built on trust and respect. Bullying is not tolerated in the home. Signs of bullying are quickly recognised by staff and action is taken to diffuse such behaviour. The manager said, 'Discussions are held with the young people during residents' meetings when staff begin to see bullying behaviour. It helps young people to identify their behaviour.' As a result, relationships between young people improve.

The manager actively monitors the progress young people make and constantly looks for ways to improve practice. For example, during supervision staff are now supported to look at a quality standard and have discussions and questionnaires to seek out their knowledge. The supervisor is able to identify opportunities for learning that help staff to develop their skill and knowledge. As a result, young people receive good quality care.

The residents' meeting layout has improved. It now includes specific headings and addresses targets from previous meetings. As a result, young people receive good quality feedback about what action has been taken from the last meeting and what will improve.

Information about this children's home

The home provides care and accommodation for up to six young people who have emotional and/or behavioural difficulties. The home is privately owned.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/05/2016	Full	Good
09/02/2016	Interim	Sustained effectiveness
16/06/2015	Full	Good
17/02/2015	Interim	Improved effectiveness

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 that 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 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.

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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