

Children's homes inspection - Full

Inspection date	16/06/2015
Unique reference number	SC063813
Type of inspection	Full
Provision subtype	Children's home
Registered person	DMR Services Limited
Registered person address	DMR Children's Services, 102 Queslett Road East, SUTTON COLDFIELD, B74 2EZ

Responsible individual	Sally Neville
Registered manager	Samantha Turley
Inspector	Phillip Morris

Inspection date	16/06/2015
Previous inspection judgement	Improved Effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Good

SC063813

Summary of findings

The children's home provision is good because:

- The staff team are skilled, committed and strive for making progress in all areas of young people's development.
- The Registered Manager and staff understand the value of young people attending education, college or training.
- Promotion of health services for young people is encouraged, including access to health care including emotional and behavioural support.
- Excellent and bespoke care planning helps young people to prepare for independent living.
- Relationships between young people and their families are valued through good quality contact.
- The home is led by an experienced, committed and ambitious Registered Manager, who values and supports the staff team.
- Young people are safe and kept safe by good care practices from trained and experienced staff.
- Young people make a valuable contribution to the running of the home.
- Young people's self-esteem and confidence grows as a result of being cared for by a nurturing staff team.
- The Registered Manager does not analytically review young people's risk assessments.
- The Registered Manager has not ensured a rigorous assessment is always completed when new young people are admitted to the home.
- The decoration of the home is not in a good condition. This prevents the environment being inviting and comfortable for young people.

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

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 (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*. The registered person(s) must comply with the given timescales.

Requirement	Due date
12. The protection of children standard. In order to meet the protection of children standard with particular reference, the standard in paragraph (1) requires the registered person to ensure – (2)(b) that the home's day-to-day care being arranged and delivered so as to keep each child safe and to protect each child effectively from harm with regard to robust review and updating of individual risk assessments.	25/07/2015
14 The care planning standard. In order to meet the care planning standard with particular reference to ensuring that children – (2)(a) that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended that the home is to provide care and accommodation, as set out in the home's statement of purpose.	25/07/2015

Recommendations

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

Ensure the children's home to be nurturing and supportive environment that meets the needs of their children, they will, in most cases, be homely, domestic environment regarding decoration. (The Guide to the Quality Standards, page 15, paragraph 3.9)

Full report

Information about this children's home

The home provides care and accommodation for up to six young people aged between 11 and 17 years old. The young people will have emotional and behavioural difficulties. The home will provide medium to long term placements.

The home is privately owned and in the main provides services to local authorities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/02/2015	CH - Interim	Improved effectiveness
18/11/2014	CH - Full	Good
07/03/2014	CH - Interim	Good Progress
06/11/2013	CH - Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	good
Young people make good progress. They are cared for and supported by a skilled and committed staff team. Staff members understand young people's strengths and abilities, harnessing these to drive progress in all areas of their lives. The Registered Manager and staff team promote educational attainment. Young people's attendance at school, college or training is a priority. The Registered Manager and staff recognise that key to attendance and progress is young people being interested and engaged. For example, one young person is making significant progress on a sports coaching course. The young person said, 'when I first came here I was going out and getting alcohol and getting drunk. I now realise this was not good for me and have changed'. Young people's health and development is a priority. They access a range of services including annual health assessments, dental and opticians monitoring. The manager and staff team have taken action in tackling smoking and the use of cannabis by young people. The service has a designated drug and alcohol worker who provides individual work to young people. This includes undertaking structured programmes. For example, a new resident completed a presentation, on the dangers of alcohol and drug use. This was excellent and served as a powerful lesson on the impact of alcohol and substance use. Relationships between young people and their families are valued. Contact arrangements are assessed, safe and in the best interests of young people. Arrangements are managed well through clear plans. Plans are regularly reviewed and if required amended. Young people benefit from understanding and maintaining family ties, their culture and heritage. The Registered Manager and staff actively seek the views and opinions of young people. They contribute to running the home through individual key work sessions and young people's meetings. The Registered Manager listens to concerns young people may have and responds accordingly. As a result, young people feel their views matter and are important. Bespoke care-planning supports and ensures young people are prepared for independent living. Independence and self-care skills of young people continually improve. They are developing skills in budgeting, shopping and cooking. They are able to use community resources such as the post office and leisure centres. They	

spend time in the self-contained; purpose designed flat which prepares them for transition and independence. This develops skills, confidence and knowledge.

	Judgement grade
How well children and young people are helped and protected	good
Young people are safe and kept safe by good care practices from a well-trained and experienced staff group. The staff know the young people well and have established and trusting relationships. Young people have adults to talk to and to confide in. They are confident action will be taken to keep them safe. The environment is safe and secure. The Registered Manager has completed a good location assessment that evaluates risk and sets out actions. This is completed with local agencies, taking into account any developments that may be relevant in the local area. This is a pro-active approach to keeping young people safe. The redecoration of the home has not yet been undertaken. Main living areas and hallways are not decorated to a good standard. This does not present an environment that is inviting, homely and comfortable for young people to enjoy. Agencies work well together. Young people are protected and kept safe by agencies that are well coordinated and responsive. Good communication between agencies takes place through regular meetings such as looked after children's reviews and strategy meetings. These meetings ensure that the needs of the young people are known, understood and there are active plans to meet these needs. Young people benefit from agencies working together in a purposeful manner. The Registered Manager and staff understand the dangers to young people. They have actively tackled these and have achieved success. Young people are not being exploited sexually, their whereabouts is monitored closely as are friendships groups and known associates. Incidents of young people going missing from care are tackled robustly. Return interviews and key work sessions take place immediately upon their return. The manager regularly records and analyses frequency, duration and reasons for unauthorised absence to better inform future practice. Physical intervention is rarely used and seen has a last resort. The intervention takes place in accordance with policy and procedure. Staff members will de-brief with young people and seek to understand the antecedents to the behaviour to prevent future recurrence. Staff members have helped young people to develop a much-improved	

understanding of acceptable behaviour. Poor behaviour is effectively addressed. The staff team maintain clear boundaries. The use of sanctions and consequences for negative behaviour is used. This is balanced with positive rewards for good behaviour. This takes place within a context of discussion, compromise and negotiation to help young people develop a clear understanding of socially acceptable behaviour.

	Judgement grade
The impact and effectiveness of leaders and managers	good
An experienced, committed and ambitious Registered Manager leads the home. She holds a level five diploma in management and has significant experience of managing residential childcare settings. An equally experienced and well-qualified deputy manager supports the manager. They work well together, organising and leading the staff team skilfully, effectively and with determination. Young people are better safeguarded by robust recruitment and vetting processes for new staff. Full employment histories and checking of references combined with comprehensive recruitment and induction. This minimises the possibility of young people being harmed by those in a position of trust. A well-trained and supported staff team meets young people's needs. Staff members receive regular and good quality supervision. Training opportunities together with an established staff appraisal and development system means the staff work safely and consistently. Staff members are able to develop areas of practice and lead in these areas, for example education and independence skills. This means they seek to continually develop and improve practice. Effective team meetings ensure good communication and consistency of practice across the staff group. There exists mutually supportive and respectful relationships across the staff group, one staff member said, 'it is a really good place to work, and we are all like one big family'. The Registered Manager has ensured strong and effective quality assurance systems are in place. An independent visitor undertakes monthly visits and produces a report. These visits together with other systems the manager has in place enable her to monitor the quality of care. The Registered Manager has taken time and care ensuring a good development plan for the home and staff group. As a result, young people will benefit from consistency of care that achieves better outcomes. Rigorous impact assessment and analysis for new admissions to the home does	

not always take place. The manager accepted and provided a placement for a young person whose needs were too great for the home to manage. This resulted in the placement ending following a significant incident. The impact on young people was not considered and risked a destabilising of young people's progress.

Reviews of Young people's individual risk assessments are not taking place in a thorough manner. Reviews are cursory and tokenistic lacking analysis and consideration of risk factors. This means risk assessments are incomplete and potentially lacking crucial information that keeps the young person and others safe.

The Registered Manager recognises the importance of ensures full compliance with health and safety requirements. Fire procedures are diligently followed. The risk assessment for the building and vehicles are carried out together with additional monitoring checks. This ensures young people are kept safe in the building and using the facilities of the home.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

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 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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