

Inspection report for children's home

Unique reference number	SC063813
Inspector	Jo Stephenson
Type of inspection	Interim
Provision subtype	Children's home

Registered person	DMR Services Limited
Registered person address	102 Queslett Road East SUTTON COLDFIELD West Midlands B74 2EZ
Responsible individual	Sally Louise Neville
Registered manager	Samantha Elizabeth Turley
Date of last inspection	18/11/2014

Inspection date	17/02/2015
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Previous inspection	good
Enforcement action since last inspection	none

This inspection

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

The home was last inspected in November 2014 and was judged to be good. Leadership and management were judged to be outstanding. One recommendation was made at that time. This relates to ensuring that young people who are excluded from school have appropriate access to services to support them to resume education. The Registered Manager has taken appropriate action to address this shortfall. No requirements or recommendation have been made at this inspection.

The Registered Manager has made significant improvements to the learning support young people receive when they are excluded from education. Professional links between the home and a varied range of educational provisions, including 'virtual learning' services have been strengthened. Young people benefit from continual access to learning resources and the multi-agency approach to ensuring that identified education provisions reflect their individual need and abilities. This means that young people receive the support they need to reintegrate into full time education. This promotes their educational outcomes and they understand the positive impact continued learning has on their future aims and ambitions. Furthermore, records relating to young people's progress in education have been improved to detail the actions taken by staff and others to support young people to resume their learning. This means that young people's progress is effectively monitored and evaluated.

Young people are safe and say they feel safe in the home. One young person said, 'The staff look after us because they care and don't want anything bad to happen to us.' Since the last inspection there has been a significant reduction in the use of physical restraint. This measure of control is only used as a last resort to ensure the continued safety of young people. Records of these events are detailed and young people complete one-to-one sessions with staff following any incident of restraint. This ensures that the Registered Manager is able to review the effectiveness of this

measure of control and ascertain any antecedent to these events. This information is used to review and amend young people's individual behaviour management plans. This promotes young people's safety and welfare in the home. Furthermore, young people confirm that they understand how to make a complaint and say that these will be taken seriously and addressed. There have been no complaints since the last inspection.

Staff continue to work in partnership with local police and other external agencies to effectively respond to any occasions when young people are missing from the home. Young people have bespoke risk assessments in place that identify their specific vulnerabilities and detail actions to be taken by staff and others. The Registered Manager works with placing authorities to ascertain possible antecedents to these events. For example, when appropriate the Registered Manager advocates for young people to have increased contact with their friends and families to reduce the potential for young people to be away from the home without permission. These effective interventions mean that occasions when young people are missing from the home have reduced. Robust monitoring systems are in place to highlight any changes to young people's circumstances that may trigger these events. This holistic approach to maintaining young people's safety and welfare supports their development and positive progress.

Young people are consulted with on all aspects of their care. They regularly participate in one-to-one sessions with staff to discuss their health needs, behaviours, ambitions and personal relationships. This is a considerable strength of the home and allows young people to reflect on the positive progress they make and take responsibility for their own actions.

The Registered Manager and staff work in partnership with placing authorities and other agencies to support young people's transition to independence. When young people are ready to move on from the home, staff ensure that proposed accommodation and support options reflect young people's social and emotional needs. This means that young people have confidence in the success of their new placements.

Monitoring systems in the home are robust and effective. The Registered Manager regularly evaluates the quality of care provided by the home and the impact of this on positive outcome for young people. Consideration is given to the views and thoughts of the young people and professionals associated with the service. This information is used to shape the home's development plan and ensures that young people's needs remain central to the continued development of the service. In addition, staff receive regular and effective supervision that supports their role and highlights their training needs. Subsequently, young people work with skilled and experienced staff. This supports their progress and positive outcomes because staff practice and performance is continually monitored and evaluated.

Information about this children's home

The home is registered to provide care and accommodation for up to six young people with emotional and/or behavioural difficulties. It is owned and operated by a private organisation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/11/2014	Full	good
07/03/2014	Interim	good progress
06/11/2013	Full	good
19/03/2013	Interim	good progress

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.