

Inspection report for children's home

Unique reference number	SC063895
Inspector	Katarina Djordjevic
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Castle Homes Care Limited
Registered person address	Castle Homes Care Ltd, The Manor House High Street, Rothwell KETTERING Northamptonshire NN14 6BQ
Responsible individual	Lee Aaron Jones
Registered manager	Julie Lorraine Wallhead
Date of last inspection	03/12/2014

Inspection date	19/02/2015
Previous inspection	adequate
Enforcement action since last inspection	None.

This inspection

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

At the last full inspection the home was judged as adequate and three requirements and two recommendations were made. Staff have worked hard since the last inspection and have addressed all the requirements and recommendations. This demonstrates that staff are committed to and have the ability to improve, services. Young people continue to make very good progress. As a result, the home is judged as having improved effectiveness.

The Registered Manager held a staff meeting just after the last inspection to discuss all identified shortfalls and what was required. Staff supervisions have also been used to ensure staff are clear about procedures and what is required. This has contributed to the improvements made.

At the last inspection a requirement was made to ensure young people's placement plans and risk assessments include all relevant information and that they are updated promptly when there is a change in need or risk. Placement plans now contain all relevant information. A new risk assessment format has been introduced which is easier to follow and more detailed. Risk assessments are now updated in a timely manner when required. Improvements to care records ensure that staff are working to meet young people's current needs which provides greater protection from the risk of harm.

A requirement was made at the last inspection to ensure staff take into account young people's emotional wellbeing when following the missing from home protocols. Individualised protocols and risk assessments have been reviewed and have been discussed with staff. Staff are now clear about the importance of taking into account a young person's emotional wellbeing when they have gone missing. Evidence from this inspection confirms that staff are following individual protocols when a young person goes missing.

At the last inspection a recommendation was made to ensure young people always have prompt access to specialist health services. Staff are clear about ensuring they consult with health professionals promptly when there is a concern about a young person's emotional wellbeing. Additionally, the Registered Manager has purchased a range of resources which helps young people with their emotional and behavioural development. Young people, where appropriate, are working through different exercises during key work sessions which help to give them insight and understanding of their backgrounds and identities; and to look at their aims for the future.

A recommendation was made at the last inspection about carrying out room searches promptly after an incident of self-harming behaviours. Procedures have been reviewed and individualised risk assessments make it clear when room searches must be carried out.

Young people remain happy and very settled at the home. One young person commented that 'Villa Real is like my second home'. Young people continue to make very good progress given their starting points. This is because they receive care based on their individualised needs and risks from a skilled and caring staff team. Young people feel listened to. They are not judged negatively by staff which helps them become more confident and able to discuss their difficulties in a safe and nurturing environment. This helps to keep young people safe and enables them to become more resilient in facing life's challenges.

The promotion of education, training and employment remains a priority at the home and this is embedded in the culture of the home. As a result, young people continue to make good progress in achieving their academic potential. Their attendance in schools, colleges and work placements is very good. A social worker told the inspector that the young person was 'doing fantastic in education' as prior to moving to this home, they had not been in education for 18 months.

Young people's risk-taking behaviours improve which makes them safer. They learn to take on responsibility for their actions recognising the impact of their behaviours on themselves as well as others. Incidents of young people going missing reduce significantly. The Registered Manager continues to work closely with a range of agencies to promote young people's wellbeing. She has been working closely with the police missing person's co-ordinator; she has produced a form which notifies the police of all young people who are admitted to and leave the home.

Feedback from a visiting independent reviewing officer (IRO) and a social worker was very positive about the care provided at the home. The IRO spoke of how staff had not given up on young people and how they have supported a young person during a difficult period. The social worker for another young person was full of praise for the home and commented on the progress the young person had made so far. The social worker commented that staff are able to manage the young person's

behaviour consistently with improved outcomes for the young person; the young person's confidence and self-esteem has improved. The social worker also commented that this was 'the best children's home' they'd ever placed a young person in.

The Registered Manager has also updated the home's locality risk assessment to include other identified risks such as the location of railway lines. Fire safety practices help to keep young people and staff safe. Regular checks of equipment and fire drills are carried out and young people discuss the evacuation procedure in their young people's meetings.

There continue to be a range of quality assurance and monitoring systems in the home which promote improvements. The Registered Manager has produced a new internal monitoring document to reflect the forthcoming changes in regulations and standards. The Registered Manager has also produced a new development which gives very clear objectives to improve the quality of young people's lives. Consultation with young people and key stakeholders continues to be a priority and inform future developments. Quality assurance surveys have been sent to placing authorities and given out to young people since the last inspection. Those received all reflected positive comments about the quality of care provided to young people.

Improvements made since the last inspection combined with continued developments within the home reflect the commitment and the capacity of the staff team to improve the quality of lives of young people. No requirements or recommendations have been made.

Information about this children's home

This privately operated home offers accommodation for up to four young people who may have emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/12/2014	Full	adequate
20/02/2014	Interim	good progress
09/05/2013	Full	good
04/09/2012	Interim	inadequate 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.