

Inspection report for children's home

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Inspection date	20/02/2014
Inspector	Katarina Djordjevic
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	09/05/2013
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Service information

Brief description of the service

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

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Progress

Since their previous inspection the service is judged to be making **good progress**.

At the last inspection in May 2013 the overall quality rating for the service was judged as good. No requirements were made. One recommendation was made for staff to receive training on drug awareness and child sexual exploitation. This has been addressed which helps to ensure staff know how to meet the needs of young people who present risk taking behaviours or maybe at risk of being exploited.

A further visit was made to the home in June 2013 as Ofsted had received a complaint about staffing arrangements at the home. The concerns were found to be unsubstantiated. However, three requirements were made regarding staff duty rosters, providing additional training and supervision for staff who have been subject to disciplinary procedures, and the quality of the recording of information in the staff communication books. All three requirements have been addressed which demonstrates the capacity and commitment of the Registered Manager and staff to improving the quality of care for young people. The staff duty roster now accurately reflects hours worked by staff which makes it easier to accurately assess staffing levels. Staff who have been subject to disciplinary procedures now receive additional supervision to support them and monitor their practice.

A key focus area within the home since the last inspection visit in June 2013 has been staff development. In consultation with an independent psychotherapist commissioned by the company, the Registered Manager has provided a training programme. The aim of this training was to address the requirement made regarding the quality of recording and to address additional identified staff training needs. The training included: empathy and emotional warmth, communication and dynamic risk assessments. As a result, young people's care has improved.

Staff have also received training based on meeting the needs of individual young people and to support individual staff member's developmental needs. For example, all staff have received ligature training.. Five staff are currently undertaking qualifications relevant to working with children and young people. The deputy manager is undertaking the Level 5 Diploma and a senior member of staff is undertaking the Assessors course for the Diploma. This demonstrates the commitment of the Registered Manager and the company to improving the lives of young people by having a well-trained workforce.

Staff spoke positively about the improvements in the home since the last inspection. They said that the training had really helped, that there is really good teamwork with improved communication and that all staff are 'pulling together'. This ensures that young people's needs are met consistently.

Young people benefit significantly from living at the home and make good progress given their starting points. Young people are happy at the home and they feel safe. One parent commented in their child's review meeting that they think the home 'has saved their child's life'. A young person said they are really happy as 'it's like home'. It was recorded in a young person's review meeting minutes that 'there is no doubt that Villa Real is a good placement for ****'.

Young people's self-esteem and confidence increases greatly. This is because the young people are understood by staff, feel listened to and are valued. A young person told the inspector that they are much more confident since coming to the home and now they do not spend so much time on their own. All young people reported that they all get on really well as a group and enjoy shared activities as well as individual activities.

Young people's risk-taking behaviour reduces significantly during their time living at the home. Some young people who regularly went missing prior to living at the home have not gone missing since being admitted to the home. This is because they are settled in the home and have positive and trusting relationships with staff. Consequently young people become safer and are protected from the risk of harm and abuse.

Young people are at the centre of decision making in the home. Records of young people's meetings confirm that their views and suggestions are listened to and acted upon where appropriate. Records also demonstrate that young people are able to negotiate with each other when there are conflicting needs and interests. For example, in a young people's meeting, young people discussed difficulties around

them pursuing their individual activities; they were able to resolve this by agreeing to have activities on different nights. This means they have valuable skills for negotiating and problem solving in their adult lives.

Complaints are taken seriously and acted upon promptly. This makes young people trust the staff and feel safe.

Education, training and employment based on individual's needs are actively promoted by staff. As a result, young people make very good progress in this area which improves their life opportunities. Young people's attendance at school and college is very good. This is excellent progress for some young people who had not been in education for nearly two years prior to living at the home. Young people are also given practical support by staff to enable them to stay over at school for extra revision lessons. Staff go and collect young people from school.

Young people's emotional and physical health improves greatly during their time at the home as they attend routine health appointments. Young people also learn to take on responsibility for their health and therefore are healthier and safer. Young people are supported to self-manage their particular medical needs. Staff work with young people and relevant professionals to ensure young people understand the implications of not managing their medical needs and how this may impact on their future independence. A young person told the inspector that they had had 'time to reflect on their life' since living at the home which has helped them learn to take responsibility for their health needs and behaviours.

Young people's health also improves as their eating habits change. For example, some young people would not eat vegetables before coming to the home; they do now. This is because meals are very tasty, nutritious and attractively presented. Young people were very positive about the meals and said the cook is very good. Young people are also supported to take regular exercise. A young person and a member of staff are currently in training to participate in a charity run for a children's hospital. This means young people are contributing to the wider community and become good role models in society.

No requirements or recommendations have been made.

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 progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection*.