

Children's homes - interim inspection

Inspection date	02/03/2016
Unique reference number	SC064472
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Willows (Devon) Limited
Registered person address	Stephen Quay Accountancy, The Granary Hinton Business Park, Tarrant Hinton, BLANDFORD FORUM, Dorset, DT11 8JF

Responsible individual	Jennifer Gould
Registered manager	Jayne Hammett
Inspector	Nicola Lownds

Inspection date	02/03/2016
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 judge that it has Sustained effectiveness. Staff consistently provide high-quality, nurturing care to the young people living here. Young people speak well of and with affection for the staff caring for them. The positive relationships that grow are clear to see from the hugs, smiles and fun interactions that occur naturally between the young people and the staff. Young people have no complaints about the quality of their care. The accommodation is well furnished, homely and has a cosy feel that suits the location and ethos of the home. Bedrooms are personalised. Young people can choose to get their wellies on and help to look after the horses and sheep and collect the eggs. These experiences give the young people a sense of responsibility and achievement. A payphone is available for young people to use in addition to their mobile phones. The purpose of this payphone needs reviewing as it is not typically an item found in a family home. Young people have the opportunity to explore their interests and hobbies well. Evenings are busy times with the young people joining in with structured activities and voluntary work commitments. The young people also enjoy relaxed times including shopping trips and visits to coffee shops. During school breaks there is a wealth of opportunities including holidays, day trips and time for the young people to 'chill out'. Young people are well engaged in education and attend the provider's school. This arrangement works well as attendance is high and communication between the home and school is good. Developing independence is a theme that threads throughout the expectations in the home. The young people know when they are cooking or which daily chores they will complete. The young peoples' care of each other is evident, often helping each other and at times offering to do a chore so others can get up later. Staff work exceptionally hard to support young people to keep themselves safe. Young people engage well in one-to-one discussions, help to develop their risk assessments and take part in workshops about keeping safe. There is a strong	

focus to educate the young people about child sexual exploitation, the safe use of social media and their vulnerability when they go missing.

When young people put themselves at increased risk through social media or going missing staff act swiftly to keep them safe. The registered manager coordinates a collaborative approach to ensure young people receive effective support. Young people assist staff to develop their personal care plans and identify strategies they want staff members to use to help them make safer choices.

Physical intervention is rare however, staff have used low level guides on two occasions which is not typical practice in this home. The intervention ensured the safety of one young person who was putting herself at risk. The registered manager identified the cause of this increased risk, took action and incidents have subsequently diminished.

The registered manager has effective oversight into the quality of care provided in the home. The system to monitor records is rigorous and enables the registered manager to identify areas for further development. The registered manager plans to improve her analysis of information to meet the recommendation from the previous inspection.

Information about this children's home

The home is owned by a small private organisation and is registered to provide care for up to four girls with emotional or behavioural difficulties. The company also runs its own school located nearby which young people attend until they start college.

The home operates a smallholding with vegetable and fruit gardens. A number of animals are kept, including horses, chickens, ducks, pigs, sheep, and various small companion animals, including house cats.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/12/2015	CH - Full	Good
26/03/2015	CH - Interim	Sustained effectiveness
10/09/2014	CH - Full	Good
15/01/2014	CH - Interim	Good Progress

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

Recommendations

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

- In consultation with young people review the effectiveness of the pay phone facility to seek as far as possible to maintain a domestic rather than institutional impression. (The Guide to the Quality Standards, page 15, paragraph 3.11).

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 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 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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