

SC064472

Registered provider: Willows (Devon) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned and is registered to provide care for four children who may have emotional and/or behavioural difficulties.

The registered manager of this home has been in post since May 2009.

Inspection dates: 24 to 25 October 2018

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 20 November 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/11/2017	Full	Good
20/03/2017	Interim	Improved effectiveness
19/12/2016	Full	Good
02/03/2016	Interim	Sustained effectiveness

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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 within the given timescales.

Requirement	Due date
35: Behaviour management policies and records The registered person must ensure that— within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes— the time of the use of the measure. (Regulation 35 (3)(a)(iii))	09/11/2018

Recommendations

- Ensure that all staff are familiar with the home's policies on record keeping and understand the importance of careful, objective and clear recording. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

Inspection judgements

Overall experiences and progress of children and young people: good

Staff build positive relationships with children. They know the children well and provide them with good care and support. Children are unanimous in saying that they like living here. A child gave 10/10 for living at the home and said, 'I wouldn't change things. The staff have helped me in many ways.'

Children say that they like the staff and that they feel listened to. Children can identify specific staff that they would speak to if they had any worries or concerns. However, they also say that they can speak to any member of the staff team.

Children learn to be more independent. Staff encourage and support children to be involved in chores around the house. In addition, children clean and tidy their bedrooms and help to shop for food and prepare meals. A child said, 'Since living here, I have learnt to tell the time and now I can use a washing machine.'

Children benefit from accessing a good range of activities. They pursue their personal hobbies and interests. Children say that they thoroughly enjoy the activities. These include visits to theme parks, leisure centres and beaches, walks in the countryside, shopping and clothes shopping. In addition, children care for the pets and animals that live at the home. All of these opportunities are helping the children to develop confidence and self-esteem.

All of the children attend either school or college regularly. In addition, one child is accessing work experience. Children say that they like going to school. The headteacher confirmed that children are making good progress, their attendance at school is good, and they are encouraged to wear their school uniform. For some children, this is a significant improvement from their starting points.

How well children and young people are helped and protected: good

Leaders and managers respond to and manage safeguarding concerns effectively. They ensure that safeguarding records are clear and demonstrate the actions that managers have taken to address safeguarding concerns. All staff receive safeguarding training and demonstrate a thorough understanding of safeguarding protocols and processes. Children say that they feel safe. Parents and a social worker echo this view.

Restraint is rarely used, and is only used as a last resort to keep children and others safe. However, restraint records do not include the actual time an intervention was used.

Staff take effective action when children go missing. They work closely with safeguarding agencies, local authorities and parents to ensure that children return safely to the home. Staff hold discussions with children on their return. In addition, children receive an independent return home interview. Staff use the information from these discussions to help them to find additional ways to protect children.

The registered manager closely monitors and evaluates incidents that happen and takes effective action to address any concerns identified. These include matters relating to children's behaviour, going missing and self-harm. However, some documents relating to these incidents are not always clear and concise in accordance with good record-keeping.

Staff encourage positive behaviour. Children have a good understanding of the rewards and incentives scheme. They consider that the rules are fair. Children are open in saying that on occasions there is some bullying between them. However, they say that staff intervene and encourage them to consider how their behaviour has an impact on others. A restorative approach is used effectively in relation to this.

Children live in a house that is safe and well maintained.

The effectiveness of leaders and managers: good

This home is well managed. The registered manager has been the registered manager of the home since May 2009. She leads by example and places the needs of the children at the centre of her, and the staff's, practice.

The registered manager has a good understanding of the strengths and weaknesses of the home. She has completed a detailed review of the quality of care provided and has identified realistic areas for improvement. She responds effectively to recommendations made by the independent visitor. As a result, this home maintains a positive inspection history and consistently provides children with a good quality of care.

Staff are provided with detailed placement plans and risk assessments that clearly guide staff in how to meet children's individual needs. Children are actively involved in the development of their placement plans. The registered manager ensures that these documents are regularly reviewed and updated. These documents are useful, and mean that staff are well prepared to care for the children.

Parents and social workers speak highly of the care and support children receive. A parent said, 'I am over the moon about the care provided. The staff are brilliant.' This is echoed by a social worker who said, 'The staff are child-focused, communication is good, and I have no concerns about the quality of care that is provided.'

Staff speak well of the support they receive from the manager. As well as mandatory training, staff receive specific training that equips them effectively to support the children well.

Children live in a very homely environment. Children say that they love their bedrooms. These rooms are personalised and have an abundance of photographs of children's friends and families.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC064472

Provision sub-type: Children's home

Registered provider: Willows (Devon) Limited

Registered provider address: The Granary, Hinton Business Park, Tarrant Hinton, Blandford Forum, Dorset DT11 8JF

Responsible individual: Jennifer Gould

Registered manager: Jayne Hammett

Inspector

David Kidner, social care inspector

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