

Inspection report for children's home

Unique reference number	SC064472
Inspector	Norma Welsby
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Willows (Devon) Limited
Registered person address	Manleys Farm West Buckland WELLINGTON Somerset TA21 9LQ
Responsible individual	Jennifer Gould
Registered manager	Jayne Marie Hammett
Date of last inspection	10/09/2014

Inspection date	26/03/2015
Previous inspection	good
Enforcement action since last inspection	There has been no enforcement action since the last inspection.

This inspection

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

The home provides very personalised and nurturing care. Young people benefit from the stability of their placement. The staff team is also very stable and as a result staff know young people really well. Young people and staff enjoy excellent relationships, based on mutual respect. Communication is open and positive and there is a lovely sense of fun.

The physical environment is comfortable and homely. The large farmhouse kitchen is the heart of the home where young people and staff make plans, enjoy each others' company and eat together. Young people are regularly involved in planning menus and cooking and mealtimes are very sociable occasions. All young people have personalised their bedrooms. Young people are very involved in caring for the home's extensive range of animals. This often leads to individuals developing really positive interests, such as showing animals at agricultural shows and also wanting to pursue related studies and employment with animals.

Since the last inspection the home has enjoyed a very settled period with no new admissions or changes in the staff team. One young person has moved out. Her transition to a foster family has been very positive. Comments from a placing authority about the home are very complimentary, referring to the 'huge progress' a young person has made and the staff's 'warm and nurturing approach'. A young person's own comments are particularly expressive. 'They made me feel safe and cared for... I gained self respect and a positive outlook and now feel I'm worth something'.

Young people feel safe in this home. Behaviour is positively managed. Lots of incentives are in place and this approach is working exceptionally well. Young people have a lovely sense of achievement and pride in themselves. When difficult times

are experienced, staff work tirelessly with young people to support them. They also work effectively with a wide range of professionals. This provides young people with the opportunity of working through difficulties and making a success of their placement.

The company has its own school. It is located nearby and caters only for the girls who live in one of their three homes. Young people comment positively about their school, feeling they are understood and supported to achieve. Attendance is consistently at 100%. Young people also enjoy the opportunities that are available to them to attend vocational courses at a nearby college and opportunities they have to do voluntary work locally.

The home has taken appropriate action to respond to the requirement and three recommendations made at the last inspection. The manager's quarterly review of quality has improved significantly. These reports show a developing service, aspiring to continually improve. During this inspection, it was identified that a way to improve these further would be for the Responsible Individual to add her own comments to these reports and confirm any actions that will be taken to support further improvements. Each of the three recommendations have also been addressed. This has included reviewing records and providing additional management oversight. The provision of specialist areas of training has also been reviewed with training provided in areas such as substance misuse including 'legal highs', electronic self harm and resilience building.

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 young women 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
10/09/2014	Full	good
15/01/2014	Interim	good progress
31/10/2013	Full	good
20/02/2013	Interim	good progress

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

Recommendations

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

- ensure that the responsible individual takes action to address any issues of concern that they identify or which is raised with them, including areas identified in the registered manager's review of quality report (NMS 21.9)

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.