

Inspection report for children's home

Unique reference number	SC064500
Inspector	Mandy Williams
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Keys Childcare Ltd
Registered person address	Laganwood House 44 New Forge Lane Belfast BT9 5NW
Responsible individual	Heather Ann Laffin
Registered manager	Oliver Jon Birtwistle
Date of last inspection	29/07/2014

Inspection date	27/01/2015
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**.

There is a suitably qualified and experienced Registered Manager in charge of the home. He has been managing the home for over two years. He has the respect of staff and other professionals who work with the home. The staff team has also remained largely stable since the last inspection. Similarly, the group of young people resident in the home has remained the same. Young people report that generally they get on okay together and they enjoy positive relationships with staff in the home.

Young people are making good progress at the home. They all participate in education and are making progress with their learning. Staff have been good advocates for young people, ensuring that they have been provided with the right opportunities to reach their potential. Some are attending college and have gained nationally recognised qualifications. This will help them secure employment in the future.

Staff work well with social workers and young people's families to ensure that they are providing a consistent approach. One social worker commented, 'staff continue to promote X's development and work consistently with the challenges that they present. Communication with the home is very good.'

Young people benefit from maintaining contact with their family and friends. Staff are good at supporting contact arrangements; enabling young people to maintain contact with those important to them, even if this involves travelling some distance away. Some young people also have friends in the local community. Staff support these relationships, appreciating their significance for young people.

The last inspection resulted in the making of three requirements. Two of these have been fully addressed. Since this time the home has operated in accordance with its

Statement of Purpose. All staff, including new employees, have received training in the safe implementation of physical restraint. Furthermore, the staff team have had the opportunity to consult with the organisations therapists on a monthly basis. Records also indicate that appropriate investigations have been conducted following the receipt of any allegations or complaints. These demonstrate clear outcomes and good communication. However, although some action has been taken to address the requirement relating to the external monitoring of the home, this has only been partly addressed. On the majority of subsequent visits the independent person has spoken with a young person in the home. However, reports do not demonstrate regular communication with placing social workers or family members. A number of reports indicate that email communication is planned but it is not evident that this has actually taken place. Hence, this requirement is to be repeated to ensure that these individuals are provided with this avenue of communication and consultation.

The previous inspection resulted in an additional four recommendations. Action has been taken to ensure that all of these have been addressed. Records indicate that management monitoring since the last inspection has been good. Procedures established to ensure that staff are familiar with any changes to young people's care plans or daily routines are effective. Management oversight is good. Effective communication has ensured that other professionals involved with the home are kept up-to-date. Issues relating to staff training and consultancy with therapists have been actioned.

There has been a need for staff to engage in physical interventions with some young people since the last inspection. Staff maintain thorough records of any incidents that do occur. However, staff reflect on these incidents and have taken action to address issues felt to be adversely affecting young people's behaviour. This has had a positive impact and the incidents of restraint for young people have reduced as a consequence. One social worker professional commented, 'Staff have worked well with the young person. X is now able to take responsibility for their behaviour.'

There is a dynamic development plan in place for the home. This indicates substantial consultation with young people. The plan is subject to regular review and update. The views of young people are central to the plan and the operation of the home. Staff also ensure that young people have stamped addressed envelopes in their bedrooms so that they are able to contact their social workers without having to inform staff, if they wish to do so. Young people are encouraged to express their views and opinions.

Staff provide young people with a range of information about how to keep safe and engage them in regular keyworker sessions looking at a wide range of issues. A notice board in the home is also updated monthly with a different theme. Recent examples include healthy eating and relationships. Staff hope that this will encourage young people to make the positive choices in life.

Information about this children's home

This home is owned and operated by a private organisation. It is registered to provide care and accommodation for up to three children and young people. The young people may have emotional and/or behavioural difficulties; including attachment disorder.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/07/2014	Full	adequate
12/02/2014	Interim	good progress
17/09/2013	Full	good
31/01/2013	Interim	good progress

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

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
33 (2001)	ensure that the person carrying out the visit interviews, with their consent and in private, such of the children accommodated there, their parents and relatives in order to form an opinion as to whether children accommodated at the children's home are effectively safeguarded and the conduct of the home promotes the wellbeing of the children accommodated there. (Regulation 33(8)(a)(i)(ii))	06/03/2015

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.