

SC066048

Registered provider: Anderida Adolescent Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is registered to provide care and accommodation for one young person who has emotional and/or behavioural difficulties. It is operated by a private organisation.

Inspection dates: 5 to 6 July 2017

Overall experiences and progress of children and young people, taking into account	outstanding
---	--------------------

How well children and young people are helped and protected	outstanding
---	-------------

The effectiveness of leaders and managers	outstanding
---	-------------

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 18 January 2017

Overall judgement at last inspection: Improved effectiveness

Enforcement action since last inspection

None

Key findings from this inspection

This children's home is outstanding because:

- The staff provide individual, consistent and predictable care for the young person. They know the young person extremely well and respond highly effectively to her needs.
- As the young person builds trusting relationships with the staff, she is able to benefit from their support. She is making significant improvements in managing her emotions and keeping herself safe.
- The staff are steadfast in supporting the young person's attendance at school. The support from staff has enabled her to achieve qualifications so that she can pursue her career choice.
- The support from the staff has inspired the young person to have a belief in herself and in her ability to achieve. She is making positive changes to her lifestyle and keeping herself safer.
- Detailed and thoughtful plans protect the young person. The staff identify fully the risks associated with the young person's behaviour. They implement strategies to minimise the potential of harm, support the young person to understand the dangers she may face and encourage her to take age-appropriate responsibility for herself.
- The registered manager leads the staff team with energy and drive, striving continuously to implement strategies to improve outcomes for the young person. The staff are equally motivated to provide opportunities for the young person to succeed and fulfil her potential.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/01/2017	Interim	Improved effectiveness
05/07/2016	Full	Outstanding
22/12/2015	Interim	Improved effectiveness
24/06/2015	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Through consistent and predictable therapeutic care, the young person is making significant progress in managing her emotions and keeping herself safe. She has developed to the extent that she is shortly to move to a foster placement.

When the young person has experienced difficulties engaging in education, the staff provide effective support to help her to improve attendance at school. Despite erratic attendance, the young person has achieved qualifications and is considering taking an apprenticeship or college course to further her career prospects. The support given by the staff has helped to develop her self-confidence, her belief in herself and her ability to achieve.

The staff fully understand the young person's health needs and support her to live a healthy lifestyle. Staff prioritise the young person's emotional health, ensuring that good routines are in place to reduce her worries and help her to develop coping strategies to manage her emotions well. Staff ensure that the young person has access to external specialists, when necessary, to promote improvements in her health.

The staff value the young person's views and opinions. Formal key-work sessions give the young person opportunities to express herself. More importantly, the day-to-day close contact with staff enables her to build positive relationships with the staff, who listen and respond with care. The young person's confidence is increasing and she now talks to the staff about her worries and concerns. She is also more able to listen to the guidance from the staff in relation to making and sustaining positive peer relationships and understanding the meaning of friendship.

The managers and the staff have thoughtfully planned and facilitated the young person's move from the home to foster care. A gradual increase in contact with the foster carers, including overnight stays, has helped the young person to look forward to the move and be very positive about her future. The support from the staff has helped her to acquire practical independence skills so that she is able to take more responsibility for herself as she becomes a young adult.

The admission of a new young person to the home is similarly very well thought through. Members of staff from the home are currently working some of the time at the home within the organisation where the young person is currently resident, to ensure that she is familiar with some staff and to promote a smooth transition.

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

The staff are succeeding in providing a safe and highly nurturing environment where the young person receives thoughtful, individualised support. Extremely positive relationships are at the heart of all practice in the home. Through these warm and trusting relationships, the young person is gaining self-confidence and a sense of

stability and security.

The staff demonstrate a strong commitment to the young person. A social worker said that they give, 'ongoing encouragement and positive regard'. This nurturing and personalised support is successful because staff fully understand the specific emotional needs of the young person, and because they confidently implement a therapeutic approach using the model of non-violent resistance (NVR) and cognitive behavioural therapy. The staff continuously show that they care about the young person through raising their presence rather than attempting to control her. Through this process and the emotional growth the young person is making, she is managing her emotions more appropriately, making positive changes to her lifestyle and keeping herself safer. There have been no incidents requiring the staff to use physical intervention to manage the young person's behaviour since the last inspection.

Detailed care plans and risk assessments demonstrate that the staff fully understand the risks associated with the young person. Clear strategies guide the staff in providing effective interventions and appropriate measures to protect her and to advance her development. Key work sessions address current concerns and are linked to the care plan and risk assessments, to ensure that the staff are providing proactive support to help the young person to achieve the goals identified.

A thorough and detailed support plan is in place to minimise the risk of harm if the young person leaves the home without permission. The managers and the staff are aware of the need to allow the young person opportunities to have unsupervised time and to take responsibility for herself, but they also appreciate the risk of sexual exploitation that young people can face. They assess each situation carefully and take proper action to protect the young person. The staff are very proactive during incidents when the young person has left the home without permission, striving tirelessly to locate the young person and return her safely to the home. The managers share safeguarding concerns promptly with the relevant agencies to ensure that effective multi-disciplinary plans promote the young person's welfare.

The staff receive comprehensive training in relation to all safeguarding matters, such as e-safety, child sexual exploitation and radicalisation. Staff appreciate the danger that the young person might face and they are appropriately vigilant in identifying potential risks and protecting her. The staff pay particular attention to ensuring that the young person uses social media appropriately. Raising her awareness of online safety is ongoing, and suitable precautions and safety measures are in place to protect her.

Recruitment processes minimise the potential of unsuitable adults working at the home. All checks on prospective employees are undertaken before they start working with the young person.

The effectiveness of leaders and managers: outstanding

The registered manager provides the staff with strong and clear leadership to ensure

that the young person lives in an environment where she can mature, build her self-respect and develop age-appropriate skills and behaviour. The registered manager has been in post at this children's home since 2015. She is suitably qualified and experienced for the role and has achieved an MSc in cognitive behavioural therapy and mental health.

The registered manager provides valuable support for the staff team, encouraging team members to listen, hear and respond to the young person, reflect on their practice and understand the young person's needs. The training for staff is comprehensive and up to date, ensuring that the staff perform their roles competently. Supervision and appraisal for the staff is integral to improving practice and embedding the ethos of the home. Regular, individual supervision sessions are reflective and centred on the young person's needs, and there are action points to implement strategies to support the young person. The managers regularly review the individual training and development needs of the staff, and each member of staff has a personal development plan linked to their role.

Monthly team meetings are intrinsically child focused. The staff team also receives regular group supervision led by a therapist or consultant clinical psychologist. These sessions provide an excellent forum for developing the knowledge and understanding of the staff in relation to the psychological and emotional needs of the young person. The young person benefits from this exploration of their behaviour and emotions, which results in meaningful and thoughtful practical support from the staff.

Systematic monitoring of all aspects of the home ensures that the young person continues to experience high standards of care. The managers are committed to maintaining these high standards, addressing weaknesses and improving outcomes for the young person. They monitor records and incidents daily, and their detailed monthly monitoring results in a list of action points, which are discussed at team meetings. Monthly reports by an independent person identify action points to address any shortfalls. A current development plan for the home highlights areas for improvement to ensure that the young person continues to experience high standards of care.

The managers and the staff work positively and effectively with other agencies and professionals, including safeguarding agencies and specialist health professionals. A social worker commented that she appreciates clear communication with the staff. These constructive relationships allow the staff to challenge plans and proposals when they consider them not to be in the young person's best interests.

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 difference 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: SC066048

Provision sub-type: Children's home

Registered provider: Anderida Adolescent Care

Registered provider address: 6a Neville Road, Eastbourne, East Sussex BN22 8HR

Responsible individual: Erica Castle

Registered manager: Kerry Shoesmith

Inspector

Jan Hunnam, social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

© Crown copyright 2017