

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 social, emotional and/or mental health difficulties. It is operated by a private organisation.

Inspection dates: 9 to 10 August 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 **outstanding**

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

Date of last inspection: 5 July 2017

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/07/2017	Full	Outstanding
18/01/2017	Interim	Improved effectiveness
05/07/2016	Full	Outstanding
22/12/2015	Interim	Improved 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
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure—(e) that the effectiveness of the home's child protection policies is monitored regularly. (Regulation 12(1), (2)(e))	30/09/2018
The registered person must notify HMCI and each other relevant person without delay if there is an allegation of abuse against the home or a person working there. (Regulation 40(4)(c))	30/09/2018

Recommendations

- The registered person must specify the procedures to be followed and the roles and responsibilities of staff when a child is missing from care or away from the home without permission and how staff should support the child on return to the home. ('Guide to the children's homes regulations including the quality standards', page 45, paragraph 9.28)

Inspection judgements

Overall experiences and progress of children and young people: good

The home is welcoming and maintained to a good standard, and maintenance issues were being followed up at the time of inspection. There are plans to replace the worn sofas, which will be done once the views of the new young person (who has yet to move into the home) have been sought. Staff always seek to involve young people in this way. Staff are passionate and committed to their role in supporting each young person. They seek to understand each young person's emotional, physical, educational, cultural and psychological needs. They work as a team to address these through the home's approach to their care.

The home's Non-Violence Resistance (NVR) model is understood well by staff, who utilise it in their direct work with the young people. This has included, for one young person, working alongside their parents to help to effect significant change. The young person has, through this approach, experienced periods in which there has been a decrease in their violent behaviour. However, there have been incidents of police involvement, one of which resulted in criminal charges against the young person concerned. The NVR approach had begun to positively impact on another young person's behaviours through the support of staff. However, staff have been unable to begin the planned NVR work with the young person's family prior to the placement ending.

Young people's engagement in education has been supported well by staff. This has been important due to each young person's previous experiences of having had periods away from school. Staff have supported young people to engage in education at the learning centre close to the home. Young people have benefited from the focus on education, and one young person chose to continue their studies at college rather than at school. Professionals working with this young person acknowledge the positive impact that staff support has had on their engagement.

Staff focus on meeting young people's individual needs. This has included ensuring that a young person's cultural and religious needs were respected and supported by staff. The relationships that young people have with their families have been fully supported by staff, and this has contributed to each young person's developing sense of self. The staff have ensured, through their hard work, that young people have been able to re-establish positive relationships with their family. Young people's friendships, where appropriate, have also been fully supported by staff and this, too, contributes to supporting their identity and self-esteem. This support has been recognised as particularly effective by the professionals working with one young person in the home.

There have been two young people who have been placed at the home since the last inspection, with the current young person's placement shortly to end. The staff team is working with the placing authority to plan the transition to semi-independent accommodation nearer to the young person's family and college placement. This also reflects the young person's choice to return to his local area near his family. The previous young person in placement chose not to remain, running back to their family

home. However, staff continued to engage well with the young person and their family while the placement remained open.

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

Staff and the management team are clear about their safeguarding responsibilities. There have been some safeguarding concerns in respect of each young person. These have included concerns around online safety and possible sexual and criminal exploitation, mainly associated with episodes of being missing from the home. There has been effective work in collaboration with the local police and children's services, including in response to a recent incident involving a young person from a sister home. This has raised wider safeguarding issues which are currently being investigated. The home's safeguarding policy and procedures reflect most of the known issues. However, this needs to be reviewed and updated to include risks associated with child criminal exploitation and female genital mutilation.

Staff, overall, have a good understanding of the safeguarding issues for each young person. Pre-employment checks for new staff follow safer recruitment practice. Staff receive good training on managing a range of potential risks, and they utilise this in their direct work with young people. However, during the inspection a young person had returned from being away overnight and their whereabouts were not fully understood. Although the young person had returned safe and well the following morning, learning was identified following this 'missing' episode. The young person's individual risk assessment was updated to include strategies to reduce the risk of it happening again. However, it is recommended that the home's 'missing' policy is reviewed to ensure a consistency of approach within the staff team, including guidance about when to report a young person as missing to the police.

There have also been concerns in relation to a young person having involved other young people outside of the home in the substance misuse which recently became known. The registered manager fully addressed concerns where there have been safeguarding issues raised in the home in relation to allegations against staff. These have been appropriately investigated and none have been substantiated. However, Ofsted has not been consistently notified when young people have made these allegations.

The effectiveness of leaders and managers: outstanding

The registered manager is a strong advocate for the young people and the staff team. She is passionate and committed to providing the best standard of care for each young person who lives in the home. This approach is equally shared by the able deputy manager and, together, they provide consistency in their management of the staff team. They are described as 'organised' by the staff, who recognise this as important in providing a stable environment for the young person and staff in the home. The support provided by both the management team and the responsible individual is greatly appreciated by staff, who feel part of the wider organisation. This is reflected in the recently achieved Investors in People Platinum Award.

Staff supervision and support are provided to a high quality. The management team provides individual staff supervision alongside group supervisions. This is seen as important by staff, and there is additional support in terms of emotional well-being, and its provision is hugely beneficial. Staff acknowledge the importance of the day-to-day support provided by the registered manager and feel well valued by the organisation. The management team leads by example. Managers' commitment to the care of young people is role modelled to the staff team, which then adopts this in its own practice. This is important, given the new members of staff who have joined the team. They have been supported to develop their knowledge, skills and experience in their caring role. The reflective approach of the management team has also helped its members to develop while in role.

This reflective approach is evident in the registered manager's monitoring of the quality of care provided. She is thorough and continues to seek improvements to both the home environment and the NVR approach. The effectiveness of this model continues to be evaluated. The registered manager has implemented changes to this which aim to help families to engage fully in the work by having a separate NVR practitioner working with them alongside the carer who supports the young person. This is an important example of continued learning in relation to how the model works in practice. The registered manager values and uses the independent monitoring of the home to support her overall monitoring. This continues to develop the quality of care provided.

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

Maria Lonergan, social care inspector

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