

Children's homes inspection – Full

Inspection date	12/01/2017
Unique reference number	SC066120
Type of inspection	Full
Provision subtype	Children's home
Registered provider	Leeds City Council
Registered provider address	3rd Floor, St George House, Great George Street Leeds LS1 3DL

Responsible Individual	Stephen Walker
Registered Manager	William Nealon
Inspector	Jamie Richardson

Inspection date	05/01/2017
Previous inspection judgement	Improved effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Outstanding
The children's home provides highly effective services that consistently exceed the standards of good. The actions of the home contribute to significantly improved outcomes for children and young people who need help, protection and care.	
How well children and young people are helped and protected	Outstanding
The impact and effectiveness of leaders and managers	Outstanding

SC066120

Summary of findings

The children's home provision is outstanding

- Young people enjoy a range of outstanding activities and new life experiences.
- Young people have exceptional relationships with a staff team that know them extremely well.
- Young people make excellent progress in all areas of their development.
- Young people benefit from living in a home with superb facilities which is designed to meet their very specific needs.
- Safeguarding procedures are robust and, as a result, young people are safe here.
- Young people's behaviour improves because of the positive and consistent approach from staff.
- Young people thrive due to the individualised structures and routines that are in place.
- Staff are very well supported by the registered manager.
- Staff work in partnership with other professionals to ensure young people's needs are fully met.

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

Recommendations

The registered person should undertake a review that focuses on the quality of the care provided by the home, the experiences of children living there, and the impact the care is having on outcomes and improvements for the children. ('Guide to the children's homes regulations including the quality standards', page 65, paragraph 15.2)

With specific reference to ascertaining and evaluating the opinions of the children, their parents, placing authorities and staff.

The registered person should oversee the welfare of the children in their care through observation and engagement. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.23)

With specific reference to the registered manager clearly recording and monitoring children when undertaking fire evacuation practices.

Information about this children's home

This home is operated by a local authority and registered to provide care and accommodation for up to five children. Children and young people who use the home have special educational needs, physical disabilities and associated emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/03/2016	Interim	Improved effectiveness
19/01/2016	Full	Outstanding
06/02/2015	Interim	Improved effectiveness
11/09/2014	Full	Good

Inspection judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Outstanding
Young people enjoy excellent relationships with staff. This is because staff understand each individual's very complex needs. Staff work hard to identify ways of communicating with each individual young person. In addition, staff use a range of communication strategies, such as the use of symbols, pictures and sign language. This ensures that all young people can voice their opinions effectively. Young people attend routine medical appointments and enjoy good health. Staff work closely with specialist medical professionals to ensure young people receive the specific help and equipment they need. Individual health needs are well managed through robust medication procedures. Staff are successful in supporting those young people, who make limited food choices, to try new foods and expand their diet. Specialist help is sought where necessary to make sure young people are receiving a balanced diet. Staff support young people to improve their physical fitness. Some young people who were previously reliant on wheelchairs for mobility are now able to walk around without assistance. Others who are unable to walk enjoy a range of activities, such as climbing and canoeing, that are specifically adapted to meet their needs. Young people make excellent progress in all areas of their development, achieving their individual targets both at home and school. This is because staff are ambitious for them to do well. One professional commented: 'Staff work so well and consistently with us. Changes in progress are clear at home and school through the reinforcement of skills in both settings.' Young people enjoy excellent life experiences. Staff meticulously plan trips with them, both locally and further away. For example, some young people who have extremely complex needs have travelled to London for the first time using public transport. This enhances young people's confidence and sense of achievement. One professional commented: 'The care is fantastic. He has made so much progress. He has come on so far. He is more social and more confident now.' Young people maintain a clear sense of identity and enjoy positive relationships with their families. This is because staff are committed to working with young people and their families. They involve loved ones in all aspects of young people's lives. One parent commented: 'They help me enjoy contact with my child. They invite me here, or they come out with me if I need support. They cannot do enough.'	

	Judgement grade
How well children and young people are helped and protected	Outstanding
Staff know young people very well. They are able to identify the subtle signs that suggest young people may be getting upset, worried or angry. Staff positively redirect challenging behaviour quickly and there is no use of physical intervention. The very structured and consistent approach offered by staff drastically reduces young people's anxiety. Consequently, young people's behaviour significantly improves. Staff have an excellent understanding of individual risks to young people. Staff manage these risks extremely well, ensuring that young people are safe while allowing them to undertake new and exciting activities. Young people do not go missing from the home; however, high-quality risk assessments and actions plans are in place should this ever occur. Staff have a sound understanding of safeguarding procedures. They are confident in reporting any concerns and share information appropriately to make sure young people are safe. In addition, they have knowledge of the wider risks young people may face, such as child sexual exploitation. Young people enjoy a home that is adapted to meet their very specific needs. It is well maintained and free from hazards. Young people participate in regular fire evacuations, but it is not always clearly recorded which young people have been involved.	

	Judgement grade
The impact and effectiveness of leaders and managers	Outstanding
The registered manager is suitably qualified and experienced in working with young people who have complex needs. He has been in post since June 2013. He leads a very committed staff team that prioritises young people's wishes and feelings. The manager actively promotes staff to reflect on their practice. This helps staff explore new ways of ensuring that all young people are fully involved in their care, regardless of their very complex needs. The manager has an excellent understanding of the strengths of this home. He focuses on continual improvement and clearly identifies areas he wishes to develop. He actively researches care practice and commissions specialist training which meets the needs of young people in this home. This enables him to make	

continual improvements to young people's care.

The manager ensures that staff work effectively with other professionals such as schools, social workers and health specialists. This provides young people with consistent care, which fully meets their needs. One professional commented: 'I can't speak highly enough of them. They communicate well with me.'

Staff feel well supported by the manager. They are motivated and happy in their work. This provides a very positive atmosphere for young people. Staff benefit from regular supervision, which helps them feel confident to undertake their role. One member of staff commented: 'Managers are fabulous – they give you support to help you feel confident to do your job. They have an open door.'

The manager's monitoring report does not always capture the views of young people, their families and social workers. This potentially hinders even further improvement in the home.

This home is operating within its statement of purpose and young people are receiving the high quality care they deserve.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against the 'Inspection of children's homes: framework for inspection'.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place. However, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm, or result in children looked after not having their welfare safeguarded and promoted.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, 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 who it is trying to help, protect and look after.

This 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 Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.

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