

Children's home – Interim inspection

Inspection date	12/01/2017
Unique reference number	SC066242
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Progressive Futures Care Limited
Registered provider address	c/o 18a London Street, Southport, Merseyside PR9 0UE

Responsible individual	Zoe Wilkinson
Registered manager	Justin Pagan
Inspector	Pam Nuckley

Inspection date	12/01/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged good at the full inspection. At this interim inspection Ofsted judges that it has sustained effectiveness. Both young people have settled extremely well in this home. Consistent care and established boundaries, alongside honest and open relationships with members of staff, have enabled young people to make marked improvements in all areas of their lives. This is reflected in the positive comments made by social workers. For example, both young people attended an open day run by the council. Social workers from across the region were very complimentary about the young people's behaviour, manners and politeness. The young people attend mainstream school and their attendance is excellent. In some subjects they are working above their peers academically. Their personal education plans have identified areas for improvement and their pupil premium has been used to provide additional support through extra tuition. As a result, both young people are receiving the support that they require to reach their potential for achieving top grades in their exams. Members of staff liaise effectively with the schools so that any issue can be addressed promptly. Therefore, members of staff are fully aware of the level that each young person is working at and towards, and they are able to support them with homework and projects. In addition to this, the home has ensured that both young people are well prepared for school each day and that they each have the right uniform and equipment. As a result, one young person's self-esteem and confidence has improved significantly. The young people attend all health appointments. The home has been working closely with a specialist nurse practitioner to support one young person's specific health need. This proactive approach, allied to well-thought-out support strategies and the stability and overall contentment of the young person in her placement, has significantly improved her health. Both young people eat a varied diet and enjoy cooking with staff. When one young person was first placed at the home, members of staff identified that she could not swim. The staff encouraged her and ensured that she had swimming lessons. She is now a confident swimmer and enjoys going to themed water parks. Both young people enjoy trampolining, going for walks, having pamper nights and going swimming. In addition to this, one young person has achieved her first aid certificate. She is also working with a specialist service in order to help her to manage her feelings and emotions	

regarding negative adult relationships and abuse. This has given her a better understanding of how these things have impacted on her life. Therefore, both young people's physical and emotional health has improved.

The young people have not been reported missing from this home. Members of staff know and understand their roles and responsibilities in this area should an incident occur. The home's records have now been updated to show what action the home has taken when an incident occurs. Similarly, the young people have not been held, either for their own safety or for the safety of others. Members of staff receive full training in this area and it is refreshed frequently. This ensures that members of staff can safely hold young people should it be necessary.

The home works closely with all safeguarding professionals to ensure that young people are safe and that protocols are followed. A previous resident made an allegation against a member of staff. All parties were informed and action was immediately taken. An investigation was completed and all professionals agreed that there was no further action required. The young person moved on shortly after. However, the manager has not recorded the outcome or the young person's views on the matter. This means that the home's complaint system is not sufficiently robust.

The young people have several opportunities to discuss their care, their future plans and their wishes and feelings. Both young people have an independent, impartial advocate with whom they can speak. The home successfully uses young people's meetings as an opportunity to cover topics that are currently in the media, and to discuss local community issues and other concerns, such as internet safety. For example, both young people looked at and researched online bullying. They both wrote a poem to express their feelings around this issue and they were rewarded for their maturity with a trip out. However, not all members of staff have received training in e-safety, as requested at the last full inspection. This means that not all members of staff are able to give clear, accurate and up-to-date information on e-safety to the young people. Therefore, this recommendation has been repeated.

Young people's records have improved. Members of staff now record young people's starting points, the steps to achieve goals, the outcomes of meetings and information that has been shared with them. This means that the young people's records show the progress that they have made while residing at this home. In addition to this, the young people are being encouraged to write their own care plans. The manager said that this will help the young people to focus on what they need to improve and to see what progress they have actually made.

There is a long-serving, experienced and well-qualified manager at this home. He manages another home within the company that accommodates two other young people. The company has recently employed a deputy manager to assist him in his role. This means that there is good oversight of the operation of the home. There is a stable, experienced, well-qualified and well-trained staff group at the home.

Therefore, young people receive consistent care from staff who know them well. Members of staff say that their performance and practice is discussed regularly within supervision and that they have opportunities to discuss their development. They also say that staff meetings are beneficial to them, as they give staff an opportunity to discuss relevant issues, as well as any changes to the young people's care plans and any suggestions for the development of the home. As a result, members of staff were confident that they are included in all aspects of the running of the home.

There are good internal and external systems for monitoring the quality of care in the home. An independent service carries out the external monitoring. This service is successfully consulting with young people, staff, stakeholders and the local authority on what the home does well and how it can improve. This means that there is a good all-round view of the services provide by the home. The manager is then able to reflect on any suggestions and can consider including these in the home's development plan. This ensures that the home continues to improve and grow. However, these reports have not been sent in a timely manner to Ofsted, as required by the Children's Homes Regulations 2015.

Information about this children's home

This privately run children's home can accommodate up to two young people who have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/07/2016	Full	Good
22/03/2016	Full	Good
27/11/2015	Interim	Not judged
24/03/2015	Interim	Not judged

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

Statutory requirements

This section sets out the actions which must be taken so that the registered person(s) meet(s) 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 persons must comply with the given timescales.

Requirement	Due date
44: Independent person: visits and reports The independent person must provide a copy of the independent person's report to HMCI. (Regulation 44 (7) (a))	28/04/2017
39: Complaints and representations The registered person must ensure that a record is made of any complaint, the action taken in response and the outcome of any investigation. (Regulation 39 (3))	28/04/2017

Recommendation

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

- Ensure that staff have the knowledge and skills to recognise and be alert to any signs that might indicate a child is in any way at risk of harm. This is specifically in relation to staff having e-safety training. ('Guide to the children's homes regulations including the quality standards', page 43, paragraph 9.12)

What the inspection judgements mean

At the interim inspection 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

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 that 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 focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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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