

Inspection report for children's home

Unique reference number	SC066393
Inspector	Andrew Hewston
Type of inspection	Full
Provision subtype	Children's home

Registered person	Cambian Childcare Limited
Registered person address	Pinnacle House 2 Oakwood Square, Cheadle Royal Business Park CHEADLE Cheshire SK8 3SB
Responsible individual	Victor Takadiwa
Registered manager	Junaid Butt
Date of last inspection	17/03/2014

Inspection date	17/12/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

This inspection	
Overall effectiveness	good
Outcomes for children and young people	good
Quality of care	good
Keeping children and young people safe	good
Leadership and management	good

Overall effectiveness

Judgement outcome	good
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Young people say they are safe in the home and are well looked after by the staff, who provide them with praise, encouragement and friendship. Relationships between staff and young people are positive and the home operates good safeguarding procedures reinforcing the safe care of young people.

The home is good at meeting young people's individual, cultural and religious needs ensuring they maintain positive family and community links. Health care is good and young people improve their own personal hygiene and health awareness. Placement planning is individualised from the point of their admission and this develops further as staff get to know the young people better.

Staff are good at gaining the views of young people and make them feel important, and valued. Constant consultation occurs between young people and the staff to ensure that all within the home are listened to and responded to.

Young people are generally well behaved and incidents requiring behaviour management techniques are fully recorded. The staff are successful in supporting young people to attend and achieve in education.

The home is well managed and staff state that they feel well supported through

supervision and daily discussions. The senior team is aware of the strengths and weaknesses in the home and work hard to develop a constantly improving service.

Full report

Information about this children's home

The home provides care and accommodation for up to three young people who may have emotional or behavioural difficulties. This provision is operated by a large private national organisation specifically to provide services under contract to one local authority.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/03/2014	Interim	good progress
26/09/2013	Full	good
15/01/2013	Interim	satisfactory progress
27/09/2012	Full	adequate

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

Recommendations

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

- ensure the home's location and design promotes children's health, safety and wellbeing and avoids factors such as excessive isolation and areas that present significant risks to children (NMS 10.2)

Inspection judgements

Outcomes for children and young people **good**

Young people enjoy being at the home and are positive about the care that they receive and the progress that they have made while being there. One young person stated that, 'Overall I'm doing better here, I'm going to college, I'm staying in and not getting into trouble and it's good to feel as though you are being cared for.'

Young people enjoy good general health. They engage positively in appointments made by staff and have any treatment required. This ensures that young people who have previously lacked appropriate dental care, inoculations or eye tests can have treatment completed. Young people's short and long-term health needs are supported by this intervention. Young people engage in physical activities and healthy eating improving their health and well-being. They enjoy healthy freshly prepared meals which are nutritionally balanced and culturally appropriate. They have fresh fruit and vegetables, healthy snacks and regular discussions with staff about healthy eating.

All young people attend educational placements regularly and report that they have improved in their educational abilities. Staff encourage young people to achieve and subsequently positive responses have been received from schools stating how they have moved forwards.

All young people are able to keep in touch with family where appropriate. Young people derive great benefit from this, maintaining roots in their community and keeping in touch with people who are important to them. Some have also made relationships with others in the local community.

Young people are supported in developing independence skills and state that they have, 'learnt a lot about what it is going to be like living on my own in the outside world.' A graduated system of budgeting means that young people become increasingly used to organising their own money for when they leave the home.

Quality of care **good**

Young people enjoy being with the staff team and state that they know that the staff care for them. Staff have a high awareness of the differing needs of the young people and can discuss how these are being responded to through work being completed on an individualised basis. Systems are in place to receive young people's views including regular meetings and also key working sessions. This means that they have a strong voice in the way that the home runs, affecting aspects such as decoration, menus, activities and holidays.

Complaints that are made at the home are responded to swiftly. Records relating to complaints are fully completed and ensure that young people are satisfied with the outcome of the complaint before it is finalised. Information regarding who to talk to if they are unhappy is available within the home and also within the young people's guide. This gives young people a range of people to access in times of crisis.

All young people have placement plans and these link well with the documentation from the placing authority at the point of their admission. Young people are aware of the plans that are completed and can discuss what may happen to them in the future. Young people attend reviews or are seen by the independent reviewing officer prior to meetings to allow young people's views to be used within these meetings. The home completes detailed reports regarding young people prior to each review meeting, showing a strong awareness of targets being set and how they have achieved and developed while being at the home. Planning includes an awareness of responding to young people's cultural needs. The manager is an excellent supporter of young people's religious beliefs and has guided them well into developing knowledge of differing cultural backgrounds.

A strong importance is placed on young people's health. The staff team are able to access a range of external health professionals to support work being completed regarding drug use or mental health. Young people have been involved with external health projects including a course with the local fire service regarding life saving techniques. Staff manage medication extremely safely. Some young people are assessed as being competent to keep and administer their medication themselves. This recognises their growing confidence in looking after their own health needs responsibly.

Young people enjoy a good range of activities, both within the home and the local community. The home is well resourced and there are a wide range of community resources close to the home. Activities are planned on a weekly basis and staff are enthusiastic about taking young people out. This results in young people trying out new experiences and learning new skills.

The manager has strong links with local schools and educational provisions. Staff recognise the importance of education for the young people and actively promote it at all times. For example staff attend parents' evenings, accompany young people to school and support them in doing homework. During the inspection, staff and another young person were supporting a young person through attendance at his Christmas school play.

The home is comfortable and well-furnished. Its domestic scale, and unobtrusive location within the community, helps young people to regard it as more of a family home than an institution. The investment that young people make in the home is demonstrated by the degree to which they personalise their bedrooms with keepsakes and family mementos. As a result, young people feel more secure, and less different to their peers in the community.

Keeping children and young people safe **good**

Young people state that they feel safe at the home and that the staff, 'are always looking out for us.' All staff are well trained in safeguarding procedures and where concerns have been raised these are responded to by the manager. Good links are in place with the local safeguarding team and records of referrals and responses show that the staff team work well to support the well-being of young people. Staff work with young people to help them avoid danger when out in the community. Records of key work sessions evidence the skill of staff in enabling young people to understand risks, such as sexual exploitation, and to use strategies to avoid these.

Although young people do occasionally go missing from the home, when this occurs detailed records of the staff's response and who they have reported this incident to are completed. Good links are in place with the local police. This has led to a decrease in level of absence from the home.

All staff receive training in managing difficult behaviour, including the use of restraint. The manager encourages staff to use verbal skills and to follow guidance in the young person's care plan to defuse situations. Consequently there have been only three restraints since the last inspection of the home. The recording of any restraints ensure that all appropriate supports are available to staff and young people. These ensure young people receive appropriate support and interventions following any restraint. Staff are aware of the need to follow regulations in relation to the use of sanctions but also to be flexible in their application. A behaviour management reward structure is in place and young people are able to discuss how they have been rewarded and what they have to do to achieve.

The home maintains rigorous recruitment and appointment procedures, ensuring safer selection of suitable people to work with the young people. The environment is physically safe. Fire drills are regular and young people are able to explain the emergency evacuation procedure. Health and safety checks are completed on a regular basis and help to support the welfare of both staff and young people. Risk assessments are updated following incidents such as absence or negative behaviours. A locality risk assessment is in place although this is basic and doesn't take into consideration some of the risks in the local area and how these are being responded to.

Leadership and management **good**

The home's registered manager has been in post for 18 months and is in the process of completing his level five qualification. He states that this will be completed by April 2015. He has a wealth of previous residential experience.

Information provided for young people, parents and placing social workers, in the children's guide and Statement of Purpose, is accurate and well written. This helps all users of the service to be clear about what the home offers and how it will provide for the needs of young people. Introduction of new young people to the home is managed sensitively, with a full assessment of the potential impact upon the existing group.

There are sufficient staff on duty at all times to meet the needs of young people and provide them with individual support. Staff are experienced and qualified and receive some additional training outside of the mandatory expectations, such as sexual exploitation training and responding to drug misuse. This training has a direct impact upon the quality of care and outcomes for young people. Staff are well supported through regular supervisions and annual appraisals, which feed into the home's training planning.

Monitoring of the home's operation is thorough, and provides a good evaluation of how well the home is meeting the needs of young people. This helps to ensure that any shortfalls in practice can be identified promptly and addressed. The manager is establishing a culture of controlled, consistent and planned improvements in the home. To aid in this process he has produced a development plan. The plan seeks to improve internal standards and ensure that regular reporting on progress occurs as required.

When significant events occur at the home they are reported to social workers and Ofsted swiftly. Updates are also completed to ensure that situations are fully responded to.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

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.