

Children's homes – interim inspection

Inspection date	19/01/2017
Unique reference number	SC066565
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	New Options Limited
Registered provider address	Turnpike Gate House, Alcester Heath, Alcester, Warwickshire B49 5JG

Responsible individual	Graham Norris
Registered manager	Joanne Carter
Inspector	Jacqueline Malcolm

Inspection date	19/01/2017
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 judge that it has sustained effectiveness. Since the full inspection, some young people have experienced successful transitions into adult placements that meet their needs, particularly the needs that arise from their autistic spectrum disorder and learning disabilities. Detailed planning has enabled new young people to settle into long-term placements or short breaks with minimum disruption. Impact risk assessments ensure safe matching. That said, not all impact risk assessments have been effective due to the emerging challenging behaviours shown by some young people. The documents do not detail the potential risks to the current group of young people. The recommendation is therefore repeated. Young people have many reasons to feel good about their progress; examples of their progress include: weight loss, a successful recovery from life-changing surgery, a reduction in incidents of challenging behaviour and an increase in self-control. One young person is due to reunite with his family following his significant progress. A young person's involvement in donating Christmas presents for children to a local radio station and others raising funds for Children in Need show how young people are helped to act with kindness. Allegations against staff are reported and acted on appropriately. There are no current safeguarding concerns or issues relating to sexual exploitation, radicalisation or incidents of young people going missing from home. This is due to staff training, improved communication, vigilance and careful supervision of the young people. Social workers and parents consider their children to be safely cared for. One social worker said, 'I feel that [Name of the young person] placement at the moment is safe and meeting her needs.' Improvements in the quality of physical intervention records mean that each record clearly indicates the type of measure used and includes timescales. This meets the recommendation made at the last inspection. A recent serious incident that was notified to Ofsted raised concerns about the staffs' unsatisfactory management of a young person's behaviour in the community. This included the use of a non-approved restraint and staff accepting help from strangers in carrying out the restraint. The provider has taken steps to remedy the concerns and they show honesty and integrity in the management of the incident. One parent said, 'The	

trust is in place due to their transparency.'

Young people's participation in a range of activities of their choice creates fun and interesting moments. Over the Christmas holidays, some young people attended a pantomime, experienced a disco, went to the cinema and took walks and trips out. By listening to young people's wishes staff are able to help them to try new things. For example, the fulfilment of one young person's wish to visit a pop concert and of another young person's request to revisit a zoo show that staff listen to their views.

The reopening of the home's bistro enables young people to experience dining out and eating meals from different countries on the premises. Young people are offered the opportunity to work at the bistro, which helps them in their studies and boosts their confidence and independence.

The goal of filling vacancies is being achieved through the current recruitment strategy, which is attracting new applicants. Existing staff show enthusiasm, good care, commitment and empathy towards the young people. This strengthens their trusting relationships and improves team morale. Staff speak positively about the young people and appreciate how improvements to the service help them to deliver the best outcomes for the young people. The team have enhanced their skills through mandatory and other specific training.

Internal monitoring and thorough monthly independent monitoring show the difference that the care and support received by young people makes to helping them to achieve their goals. Shortfalls are quickly acted on so that young people do not suffer the ill effects of poor practice. The registered manager has addressed the recommendation made at the last inspection. This is with respect to providing regular staff supervision and ensuring that future appraisals include, where possible, the views of young people and professionals. Partnership working with parents and other professionals is generally good. Parents speak positively about the home. One parent said, 'They are on the ball.'

The well-integrated and well-sustained combination of social care, education and clinical support provides a strong infrastructure. It contributes effectively to the person-centred approach to caring for young people. The provider won first prize for this aspect of their work at a London awards ceremony. This accolade recognises how far the service has grown in recent years and shows that, 10 years on, the service has refocused on placing the needs of young people firmly at the heart of good childcare practice.

Information about this children's home

The privately owned children's home is registered to provide care, accommodation and education for up to 26 young people, irrespective of gender, who have autistic spectrum disorder and associated learning disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/07/2016	Full (aligned)	Good
17/02/2016	Interim	Improved effectiveness
21/09/2015	Full	Requires improvement
11/03/2015	Interim	Sustained effectiveness

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 person(s) must comply with the given timescales.

Requirement	Due date
No measure of control or discipline which is excessive, unreasonable or contrary to paragraph (2) may be used in relation to any child. (Regulation 19(1)) Specifically, to ensure that physical interventions comply with the approved behaviour management techniques used by the service.	28/02/2017

Recommendations

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

- Staff should be familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording. ('Guide to children's homes regulations including the quality standards', page 62, paragraph 14.4). Specifically, to ensure that impact risk assessments are appropriately detailed and that they show the potential risks on the current group of young people.

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'.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Raising concerns and making complaints about Ofsted', which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

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, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for children looked after 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 4234, 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 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 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: www.gov.uk/government/organisations/ofsted

© Crown copyright 2017