

Children's homes inspection - Full

Inspection date	02/06/2015
Unique reference number	SC066916
Type of inspection	Full
Provision subtype	Children's home
Registered manager	Elaine Cooke
Inspector	Elaine Allison

Inspection date	02/06/2015
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	Good
The children's home provides effective services that meet the requirements for good.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Requires improvement

SC066916

Summary of findings

The children's home provision is good because:

- Young people have positive experience and make very good progress living in this supportive home. They are safer and have improved educational opportunities. Risk taking behaviour, such as misuse of drugs, have significantly reduced with one person now drug free.
- Their participation in education is very good, they are making progress and achieving. Staff work closely and proactively with education providers to meet the complex needs of the young people.
- Young people have matured since living at the home. They have developed a range of skills and are able to regulate their emotions and manage their behaviour more appropriately. One young person said 'I think that I am getting better at calming down quicker I take a couple of minutes to think about things when before I would just kick off.'
- Young people benefit from having regular and positive contact with family members and those significant in their lives. They reported feeling happy at levels of contact. Also parents report high levels of satisfaction at the support staff provide to their children and how well they support contact. One parent said; 'I can't praise the staff enough they really care about my son and this has helped with his self-belief and has really calmed him.'
- Young people take part in a wide range of social activities in the local community. This includes fishing, football and snooker. This promotes the engagement and inclusion of young people in the local and wider community. It increases their sense of worth and self-confidence.
- Excellent multi-agency working has led to a reduction in concerning behaviours, for example being away from the home for long periods, and in young people increasing in confidence and self-help skills. A police officer commented 'the manager is very proactive in seeking advice this has led to reducing missing episodes – she very quickly calls risk management meetings ensuring that any risk is addressed quickly.'
- The staff team and managers work very collaboratively with placing authorities, parents and other agencies. All feedback gained during this inspection was very positive. Such positive multi-agency working has led to improvements in the emotional well-being, social skills and educational

achievements of young people.

- There is effective management oversight of staff practice that maintains good standards of care. Staff are well supported in their role and there is good external review of the quality of care provided
- The majority of shortfalls relate to written records and staff training. They are having little or no impact on the care delivered to young people.

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 meets 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
13: Leadership and Management: In order to meet the leadership and management standard the registered person must ensure that staff have the skills, experience, qualifications and skills to meet the needs of each child in the home. In particular ensuring staff have training in Autism. (Regulation 13 (2)(c))	06/07/2015
16: Statement of purpose: The registered person must ensure that the statement of purpose is kept under review and, where appropriate, revise it; and notify Ofsted of any revisions and send Ofsted a copy of the revised statement within 28 days of the revision. (Regulation 16(3)(a)(b))	06/07/2015
32 Fitness of workers: The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety (Regulation 32 (1))	06/07/2015

Recommendations

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

- ensure that staff record information on children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. (The Guide to the Quality Standards, page 62, paragraph 14.4)

Full report

Information about this children's home

This private children's home provides care and accommodation for up to four young people aged 10 to 17 years, who may experience emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/03/2015	CH - Interim	Improved effectiveness
23/09/2014	CH - Full	Good
20/02/2014	CH - Interim	Satisfactory progress

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	good
Young people are receiving very good quality of care. A committed and highly dedicated staff team help young people achieve their potential. Staff have high aspirations for young people and provide them with the encouragement and opportunities to apply for college placements. . . Placement plans are sensitive to the individual needs of young people. Young people contribute to their plans and to review meetings giving them input into progress and care planning. Young people make progress because staff ensure that they receive some stability in their lives. They feel welcomed, happy and respected from when they arrive. There are clear rules and boundaries so that young people know what is expected of them. Young people are very familiar with the admission booklets that clearly set out what they can expect from the setting. One young person commented very positively on their first day and said 'I was a bit scared at first but all the staff here helped me to settle in and they are really great.' Young people's health is very well supported, maintained and improved. A young person, who had previously lost weight due to drug misuse, has now stopped misusing controlled and prescription drugs and has gained weight. A parent said 'He looks so much healthier now he is not taking drugs and he is eating much better.' The majority of young people go to school significantly more than they did before. As a result, their educational achievement has improved in a short space of time. The value of education is strongly promoted by staff and, where some young people are not so motivated to pursue their chosen vocation, staff continually strive to find new ideas. A parent commented 'He is doing his exams now and I was really impressed that the staff had done a revision timetable for his exams and he is sticking to it, I don't know if he would have done that for me.' Young people prepare for their independence by developing their skills in cooking, cleaning and using public transport. The work is very individualised and recorded effectively, so that staff know what the young people are good at and what still needs to be done. This enables young people to work towards independence at a pace which is right for them and optimises learning. A young person said 'I can	

cook, I don't like frozen food and they don't use it here cos all the staff cook from fresh and it helps me to know how to do it.'

	Judgement grade
How well children and young people are helped and protected	good
Young people say they feel safe. They say they can talk to adults about their worries. Arrangements in place to protect young people are robust. Staff are diligent and demonstrate a full understanding of their role and responsibilities to promote young people's welfare. An example of this diligence is the ongoing discussions with young people using the environmental risk assessment to alert them of any potential risks in the community. Young people make good progress with their risk taking behaviour. They have been fewer instances of misusing drugs and criminal damage. Consequently, they are safer than they were before. One young person said 'before I couldn't trust anybody because I took drugs I don't do that now and I know that I can trust people now.' Fellow professionals report excellent levels of communication between themselves and the home. This collaborative approach means staff are working together to ensure young people are kept safe. Professionals said 'they have at times gone over and above what could have been expected from them. They don't give up trying.' 'I get monthly reports which are really useful and aid the care planning'. Young people recognise the importance of rules within the home and the consequences if rules are broken. A young person said 'I was put on supervised spends as a sanction and it was fair enough. I get it that it was done to manage a risk.' Young people contribute to their own behaviour management plans and learn to take responsibility for their behaviour. This is highly effective in enabling young people to identify their own triggers and work out strategies to help them when they experience difficulties. Individual risk assessments promote young people's safety and well-being. Young people are encouraged to take appropriate risks in line with their age and development. An example of this is a young person using public transport to and from contact visits. This helps build their confidence and resilience. In turn, risky behaviours have reduced with the local police officer commenting 'they are very proactive and tenacious in ensuring professionals get around the table to talk	

about the risks faced by young people this has helped reduce some of the risks associated with missing from care.'

Staff respectfully challenge decisions in order to get the best for young people. For example, ensuring that young people who have been discharged from child and adolescent mental health services (CAMHS) for missing an appointment the home will re-refer and push for appointments to be re-instated. This ensures that young people's mental and psychological needs are met.

The home is well maintained and comfortable. All necessary checks are in place to ensure that the home is a safe environment. Consequently, young people live and are cared for in a safe environment.

	Judgement grade
The impact and effectiveness of leaders and managers	requires improvement
The Registered Manager is suitably experienced and qualified to undertake her responsibilities. Her qualifications include the Diploma in Social Work and an NVQ level 5 qualification in management. The staff team is culturally diverse with a range of difference skills and interests. Staff morale is high. Staff members commented 'we have a very good team who know young people very well'; 'I love my job because I know I am making a difference.' Strong relationships exist between the young people and staff. Staff work together effectively to ensure individual needs of young people are consistently met. Structured shift handovers facilitate good information sharing between the team members. This leads to well-organised direct work with the young people. Staff attend regular team meetings and share views with senior managers. Staff feel listened to and valued. There is a sense of shared ownership within the team. Staff are empowered to make child-focused decisions and they advocate appropriately on the behalf of young people. A social worker commented 'the staff are constantly advocating for the young people, they really care and they fight to get them things like the right education provision.' Staff receive regular supervision which focuses on the young people. Staff understand clearly their individual roles in achieving the aims and objectives of the	

home. Staff commented 'Supervision is very good and gives me time to discuss practice issues and any development that I might need.'

Staff receive refresher training on subjects such as safeguarding and behaviour management, however they have not received training specific to individual young people's needs, for example training in Autism.

Internal and external monitoring of the home takes place regularly and is of a very good standard. This process takes account of the views of young people, placing authorities and families. The monitoring system provides a robust review of the home's practice relating to the quality of young people's care. This feeds into the development plan and demonstrates the manager's commitment to continue and sustain improvements in the home's function.

Some of the records are written using language and terminology that is not clear or concise. This means that young people may not have a clear understanding of their own records.

The home's selection and recruitment procedures for potential new workers were not followed when a member of staff moved from an administrative role in the company to being employed in the role of residential care worker. This has not had a direct impact on the care provided.

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 *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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