

Children's homes – Interim inspection

Inspection date	20/02/2017
Unique reference number	SC067561
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Keys Education Limited
Registered provider address	Hurstwood Court, Laganwood House, New Hall Hey Road, Rossendale, Lancashire, BB4 6HR

Responsible individual	Janet Porter
Registered manager	Shellina Brown
Inspector	Linda Bond

Inspection date	20/02/2017
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. The home has sustained effectiveness based on its good work and the improving outcomes of the three young people who have lived at the home since the last full inspection in September 2016. At the previous inspection, one requirement and two recommendations were made. These were in relation to the appointment of a registered manager, the updating of the Statement of Purpose and provision of training for staff. Since then, a registered manager has been successfully appointed and leads a qualified, caring and compassionate team. Staff report the period of transition from one manager to the new manager as 'smooth' and 'well planned'. Consequently, they feel 'supported' and are 'looking forward to developing the home under her leadership'. The Statement of Purpose reflects the recent changes and has been submitted to Ofsted. The requirement and recommendations are therefore met. Members of the staff team confirm that they have continued to receive a good and varied level of training that in part meets their needs. However, as young people grow and develop, and at times present with differing challenges, staff are required to refresh and update their knowledge and practice. Members of staff have made good steps to develop a broader understanding of issues relating to the identity and diversity of young people; however, these could be further improved and therefore this recommendation is not met and will continue. All young people have experienced a period of stability with their placements. There have been no changes to the staffing structure, and agency or bank staff are rarely called upon. Consequently, young people benefit from a consistent approach in the care and support that they receive. Analysis of records kept demonstrates a positive reduction in the use of physical intervention. However, a very small number of records scrutinised during the course of the inspection were not signed and dated by the author. There was no impact to the safety and well-being of the young people but a requirement will be made to ensure that all records kept are signed and demonstrate sufficient management oversight. Young people rarely go missing. In the event of a young person leaving the house	

without permission, the positive relationships that the home has with the local police mean that young people return safely and quickly to their home. Return home interviews take place, with the exception of a small number of instances. A recommendation is therefore made to ensure that young people receive a return home interview following all incidents of going missing.

All young people make progress. While outcomes are variable, there is ample evidence from a range of documents and records scrutinised during the course of the inspection to suggest that each young person has made good progress from their starting points.

In the main, young people attend school from 98% to 100% of the time. They have made significant progress. For example, a young person who previously was home tutored is now attending mainstream school, is making friendships and experiencing a structured learning environment. Members of staff work very hard to encourage those young people that have a history of not engaging with education. Creative and bespoke educational packages are made available for these young people. However, for one young person there has been little success with their return to learning. A requirement is made to ensure that this young person's educational outcomes are not further compromised and that there is identification of the most suitable learning resource.

All young people are in good health. Members of staff are trained and knowledgeable to support each young person to take responsibility for their own physical health; for example, eating healthily, having a good sleep pattern, taking part in physical activities, such as golf, swimming and fishing, and reducing or giving up smoking. Knowledge and training provided to staff ensure the safe, informed support of young people with diabetes. For some young people, additional bespoke therapeutic support is provided to help them understand and manage behaviours and mental health-related challenges.

The registered manager has been in post since October 2016. She is experienced and qualified and demonstrates good management oversight. Since her appointment, supervisions continue to take place regularly, ensuring that staff are supported and practice is reflected upon. As a result of this inspection, two requirements and two recommendations are made. They do not affect the young people's safety and well-being, and the manager recognises the importance of addressing them all as soon as possible.

Information about this children's home

The home is run by a private company that runs other children's homes in the surrounding area. It is registered to provide care and accommodation for up to three children who have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/09/2016	Full	Good
29/02/2016	Interim	Improved effectiveness
15/12/2015	Full	Good
18/12/2014	Interim	Improved 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) 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 within the given timescales.

Requirement	Due date
8: The education standard The education standard is that children make measurable progress to achieving their educational potential and are helped to do so. In particular, the standard in paragraph (1) requires the registered person to ensure that staff help each child to attend education or training in accordance with the expectations in the child's relevant plans. (Regulation 8 (1)2(a)(x))	21/04/2017
36: Children's case records The registered person must maintain records ('case records') for each child which are kept up to date; and are signed and dated by each author. (Regulation 36 (1)(b)(c))	21/03/2017

Recommendations

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

- Ensure that staff can access appropriate facilities and resources to support their training needs. In particular, ensure that staff have opportunities to further their knowledge and understanding in relation to diversity and identity. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)
- When a child returns to the home after being missing from care or away from the home without permission, the responsible local authority must provide an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child. ('Guide to the children's homes regulations including the quality standards', page 45, paragraph 9.30)

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 whom 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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