

## Children's homes - interim inspection

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| <b>Inspection date</b>           | <b>29/02/2016</b>                                                                           |
| <b>Unique reference number</b>   | <b>SC067561</b>                                                                             |
| <b>Type of inspection</b>        | <b>Interim</b>                                                                              |
| <b>Provision subtype</b>         | <b>Children's home</b>                                                                      |
| <b>Registered person</b>         | <b>Keys Education Limited</b>                                                               |
| <b>Registered person address</b> | <b>Hurstwood Court, Laganwood House, New Hall Hey Road, ROSSENDALE, Lancashire, BB4 6HR</b> |

|                               |                                 |
|-------------------------------|---------------------------------|
| <b>Responsible individual</b> | <b>Janet Porter</b>             |
| <b>Registered manager</b>     | <b>Nehaya Zitawi-Hutchinson</b> |
| <b>Inspector</b>              | <b>Linda Bond</b>               |

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| <b>Inspection date</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>29/02/2016</b> |
| <b>Previous inspection judgement</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Good</b>       |
| <b>Enforcement action since last inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>None</b>       |
| <b>This inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                   |
| <b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                   |
| <p>This home was judged <b>Good</b> at the full inspection. At this interim inspection Ofsted judge that it has <b>improved effectiveness</b>.</p> <p>The home has improved effectiveness because since the previous full inspection on 15 December 2015 the registered manager and staff team have continued to focus on ensuring the young people are safe and their outcomes have improved.</p> <p>The manager has suitably addressed the two recommendations that were made at the previous inspection. Records indicate that staff have reviewed the use of sanctions and they are rarely used. Instead rewards, incentives and praise have resulted in young people responding positively and developing an increased confidence and self-worth. For example staff recognised the efforts that one young person made to secure two job interviews in one day and suggested she treat herself to lunch out.</p> <p>At the previous inspection the manager predicted a period of low staffing in January and February 2016. A robust and detailed rota has been in place, and a committed and skilled core staff team, coupled with a small number of agency staff have worked together during this period. As a result young people have not been impacted negatively upon, and the young people's outcomes have continued to improve. However, while all core staff have received regular supervision since the previous inspection, it was noted that agency staff have not received any formal supervision. This minor oversight has not impacted on the young people and the manager was swift to recognise this and implement a supervision timetable to ensure this is achieved. A recommendation is therefore made.</p> <p>Since the previous inspection there no young people have left or moved into the home. The three young people living here have enjoyed a significant period of time sharing their home. One young person has lived here for three years, one for two years and one for ten months. As a result the young people are very settled and have developed positive relationships with one another.</p> <p>A range of records and documents are securely kept within the home. They are routinely monitored and reviewed by the manager. They indicate that young people continue to make good progress with their health, education and behaviour.</p> |                   |

A particular strength of the staff team is the commitment they have to ensure young people are kept safe. The manager and staff team have excellent relationships with the local police and placing social workers. Personalised, robust protocols are in place that support staff when young people are missing from home. As result there has been a fall in the number of times one young person has been reported missing. Records indicate that this young person is now forming good friendships that are a positive influence.

Young people have enjoyed improved family friendships; this has resulted in positive time spent at the home and visiting family members. These shared experiences coupled with weekly updates, support positive relationships and provide opportunities for family members to see the progress the young people are making living in the home.

The manager is keen to ensure that all young people are in good health and accessing learning opportunities. Staff have a good range of training opportunities that ensure they are kept up to date with current practice. For example staff receive specific training to manage a young person's Type 1 diabetes, and young people's sexual health. This face to face training, coupled with on-line learning opportunities have resulted in good health outcomes for all the young people.

Staff continue to be supported by a registered manager who is clearly very passionate about promoting good outcomes for young people. They work as a team and through regular team meetings share examples of good practice. For example a young person's reflective journal is currently being piloted, with the view to its success being shared with other homes. Young people are consulted and included in all new developments, and an up to date detailed development plan highlights plans for the home and how they will be contributing. For example one young person has built a shed in the back garden to store all their bikes.

## 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   |
|-----------------|-----------------|------------------------|
| 15/12/2015      | CH - Full       | Good                   |
| 18/12/2014      | CH - Interim    | improved effectiveness |
| 09/07/2014      | CH - Full       | Adequate               |
| 20/01/2014      | CH - Interim    | Satisfactory Progress  |

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

### **Recommendations**

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

- The use of agency staff should be carefully monitored and reviewed to ensure children receive continuity of care. In particular the Registered Manager is to ensure that all agency staff receive a level of supervision according to their role. (The Guide to the Quality Standards, page 54, paragraph 10.16)

## **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 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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