

Inspection report for children's home

Unique reference number	SC067839
Inspector	Sandra King
Type of inspection	Full
Provision subtype	Children's home

Registered person	Future In Mind Limited
Registered person address	3 West Street BOLTON BL1 4RE

Responsible individual	Maria Geraldine H Taylor
Registered manager	Jolanda Patricia Brookes
Date of last inspection	13/03/2014

Inspection date	06/01/2015
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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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Outcomes for young people are good. Young people are well cared for in this home, are kept safe and feel safe. The home provides effective care planning, risk management and good key worker sessions provide the structure and direction to deliver the aims of the current placements.

Young people receive personalised care that encourages young people to prosper in all areas of their development. Staff provide a nurturing environment that reflects the individual needs of the young people currently living in the home. Managers and staff have high aspirations for young people which are reflected in the home's practice.

Young people's views are regularly sought. This includes decisions made on a day-to-day basis as well as important decisions. Managers know and understand the home's strengths and areas for development.

Full report

Information about this children's home

This children's home is registered to provide care and accommodation for up to two young people with emotional and behavioural difficulties. The home is privately owned and the organisation operates other children's homes in the area.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/03/2014	Interim	good progress
05/12/2013	Full	good
21/03/2013	Interim	satisfactory progress
02/05/2012	Full	good

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

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 Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
27 (2001)	ensure that all persons employed by him receive an appropriate appraisal (Regulation 27 (4)(a)).	02/03/2015

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)

- ensure home provides a comfortable and homely environment and is well maintained and decorated. Avoidable hazards are removed as is consistent with a domestic setting. Risk reduction does not lead to an institutional feel (NMS 10.3)
- ensure the learning and development programme is evaluated for effectiveness at least annually and if necessary is updated (NMS 18.2)
- ensure all staff have their performance individually and formally appraised at least annually and this appraisal takes into account any views of children the service is providing for (NMS 19.6).

Inspection judgements

Outcomes for children and young people **good**

Young people receive personalised care that meets their individual needs. Young people's achievements are encouraged and this gives them a sense of well-being and self-esteem. The home promotes a positive ethos that embraces equality and diversity. As a result, young people learn to appreciate the significance of differing values, cultures and disabilities and to have respect for other people. This is further enhanced from maintaining contact, as per agreed contact plans with family members and friends which contributes to developing positive self-identity.

Young people enjoy good health and a healthy lifestyle. Young people's health appointments are up to date. Young people are additionally supported with access to regular therapeutic support. This supports young people with their emotions and behaviour and helps them to make sense of their history and background. Young people are gaining confidence and beginning to cope with their emotions. As a result, they are beginning to develop a positive attitude to life. Young people take part in a range of physical activities to promote their health, including dance classes, dodgeball, swimming and football. This means young people are engaging in social relationships both in the home and within the wider community.

Young people are registered with educational provision and on the whole attendance is good. When young people are reluctant to engage with education, the home works closely with education providers. They work together to identify different strategies to re-engage young people that will meet their individual needs.

Young people speak well of the adults who care for them. They enjoy positive relationships with staff and feel secure enough to express their wishes and feelings. Young people do not always enjoy positive and safe relationships with one another. This has an impact on their emotional wellbeing and self-esteem. Staff work with young people to try and build relationships and ensure all young people are safe within the home.

Young people get the help they need to maintain or build positive relationships with their families and others who are significant. They have opportunities to invite friends home for tea or to stay overnight, when safe to do so. Independence planning for young people is undertaken in an age appropriate manner. This means young people will be prepared for their transition to adulthood.

Quality of care **good**

Young people have positive and appropriate relationships with staff. Staff have good understanding of the young people's backgrounds and individual needs and challenges.

Young people understand how to make a complaint and have full confidence in the manager to resolve any issues they have. There have been no complaints made since the last inspection. Young people develop and grow because there is good connectivity between their behavioural and welfare needs. Effective risk assessments and management processes support the links between care and behavioural plans. Staff creatively and insightfully support care planning and young people's development needs taking into account their life stories'. Key working, therapeutic engagement and day to day staff practice promotes care plan objectives and meets the aims for young people's placements.

Staff create opportunities for young people to engage in a range of activities in accordance with their age and interests. They are proud of and celebrate young people's success. For example, achievement certificates are displayed within the home.

Young people's views are actively thought and as a result their views are embedded within the home. Managers and staff respond to young people's views and wishes explaining should they need to as to why their wishes cannot be acted upon.

The home is appropriately located and designed. Young people can personalise their bedrooms to their own choice. The home requires some decoration and maintenance. A recommendation has been made to address this shortfall.

Keeping children and young people safe good

Arrangements to keep young people safe are strong. The home has good policy, procedure and practice around safeguarding. Staff are trained and confident in the action they would take if a child or young person makes an allegation or disclosure.

On the occasions when bullying has occurred, children are confident to speak out and tell an adult whom they trust. Managers ensure there is a prompt and strong response which clearly communicates that bullying is not tolerated. This means young people are safeguarded and they are helped to be confident that their concerns are heard and addressed.

Physical intervention is used as a last resort. Staff manage difficult or challenging behaviour effectively and proportionately. Staff work in a compassionate and considerate manner taking into account young people's previous experience of trauma and neglect and linking it to current behaviours. Robust and insightful practice enable young people to develop trusting and positive relationships with staff, leading to an increased sense of worth and positive behaviours over time.

Risk assessments for young people promote ordinary life opportunities whilst reducing unnecessary hazards. The home provides a gradual and age appropriate introduction to independence. The promotion of independence is strongly supported by good awareness of young people's individual capabilities to promote their safety at all times. This means young people are protected from harm and develop an understanding as to how to keep safe.

It is extremely rare that young people go missing. No incidents have occurred since the last inspection. The manager ensures that only suitably vetted staff work with young people. Recruitment procedures are robust for both permanent and agency staff. General environmental and fire risk assessments are in place to promote the safety of young people.

Where allegations are made against staff, the managers respond in a timely and appropriate manner. Managers ensure they liaise with placing authorities and with the Local Authority Designated Officer and undertake internal investigations when necessary. This means, the home takes positive action to promote the welfare of young people.

Leadership and management

good

The home is well managed by an experienced and qualified Registered Manager who shows commitment to producing good outcomes for young people.

Young people and placing authorities are clear about the support the home provides, and the home meets the aims and objectives detailed in the Statement of Purpose. The home has clear and accessible, age appropriate young peoples' guide that details external advocates and the complaints procedure including contact details for Ofsted. The resources and support provided to young people result in good practice, for example, regular access to the home's therapist.

The Independent visitor visits the home as per regulations and ensures a level of scrutiny is undertaken. When there are shortfalls, the Registered Manager is proactive in taking action to address these areas. The home has a development plan in place which is well progressed. The manager has concentrated recently in staff recruitment and the further development of the home.

Records are comprehensive, detailed with clear, meaningful and comprehensive information. Young people, with staff support are asked to consider and comment on their plans and risk assessments. This means young people are engaged and have an understanding of what is expected of them and of the home. Information is securely stored. No requirements or recommendations were made at the last inspection.

The home adheres to the organisations recruitment procedures in place to safeguard young people. All safeguarding checks are undertaken for new staff, including agency staff where applicable. Staff are receiving regular and consistent supervision. Annual appraisals have not been completed for all staff, a requirement has been made to address this shortfall. The home has a good range of in-house mandatory training. All staff are suitably qualified or working towards professional qualifications.

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.