

Inspection report for children's home

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Inspection date	28/01/2013
Inspector	Angus Mackay
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	26/06/2012
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Service information

Brief description of the service

The home is registered to provide care to up to three young people who have emotional and behavioural difficulties. Education in line with the national curriculum is available at an external school maintained by the home. The home provides young people access to a psychotherapist in a therapy suite. The psychotherapist also provides advice to the staff team. The home is run by a partnership company.

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Progress

Since their previous inspection the service is judged to be making **good progress**.

At the last full inspection, carried out on 26 June 2012, the home was judged as good. There were six recommendations for improvement. The home has successfully addressed all of the recommendations that were set. In addition the home has made good progress by making improvements to the environment in consultation with young people, improving the monitoring of practice, engaging young people in regular discussions about issues of equality and diversity, concluding the appointment of the Registered Manager and dramatically reducing the number of incidents leading to restraint.

The home has made good progress since the last inspection and there are no requirements or recommendations following this inspection. Young people feel safe in the home and say that staff support them well and help them to meet their personal needs. Parents comment very positively on the excellent communication from the home saying all staff are pleasant and polite and notify them immediately of any incident. Social workers say that communication is excellent. One social worker

saying, 'communication is very good and they are excellent at planning and co-ordination.' Parents and social workers comment on the excellent progress young people make in the home and how much they enjoy being there. One parent saying, 'it is the happiest they have ever been.' One social worker commented, 'the staff are amazing! I am really impressed with how they have turned things around for the young person.' The manager has completed her registration and is well liked by staff, young people, parents and social workers. A particular strength of the home is the excellent care planning for young people fully engaging young people, their families and social workers. One social worker commented, 'they have a good measure of the child and know how to help them progress. The care planning is excellent, working closely with me, the family and the young person.'

Young people are making significant progress within the home. One social worker commented, 'I am amazed at the transformation in the young person, the home have done amazing work with them.' Young people show significant reductions in incidents with no young people going missing or being involved in restraints for significant periods of time. Social workers say that the home works closely with them to effect these changes. Staff training in attachment theory and its practical application, in consultation with social workers, is having a major impact on outcomes for young people. This has been central to the reduction in restraints for young people and is aiding their emotional development. One social worker said, 'I have worked closely with the keyworkers looking at the young person's development and deficits. We have particularly focused on attachment theory and they have a good grip on this. Staff here are bright and use their analysis of information to predict behaviours. Restraints have gone down and the young person will now withdraw from situations and reflect on their behaviour. The young person now thinks before acting.'

There are very few restraints and when these occur staff note all interventions employed prior to any physical intervention. Staff record offering young people the opportunity to be examined by a registered nurse or medical practitioner following any restraint improving their safe care. Young people's files contain a very detailed guide to staff on triggers to different behaviours and how to engage positively with young people in a range of situations. Staff employ these techniques and skills developed in training with the home's psychoanalyst, to de-escalate incidents reducing the number of restraints.

Young people are settled and comfortable in the home and enjoy excellent relationships with all of the staff. One young person saying, 'I am very relaxed and happy here. I really like all of the staff here.' Young people were observed getting on well with each other and say they feel safe in the home. All of the young people have a good understanding of the complaints system and are confident that staff listen to them and act positively when they raise any issues. Young people say that staff involve them in any changes in the home and they help choose new furniture and colour schemes. The home is well furnished, comfortable and has pictures and images selected by the young people throughout. The home is well resourced and has a pleasant homely feel. Young people say they have their rooms exactly how they want them. Young people's bedrooms evidence a lot of staff care and attention

to their wishes and are lovingly fitted out with extras which make them special for each person. Safety in the home is strongly addressed in the weekly meetings. The manager ensures that all staff and young people and visitors are inducted into fire safety procedures. All staff practice emergency escapes from the home improving the safe care of young people.

Young people have a weekly meeting, which allows them to contribute to the running of the home including choice in meals. The meeting explores issues of respect and safety in detail and seeks evidence of understanding from the young people. The staff and young people record these meetings in great detail and they provide excellent evidence of the views of the young people and their clear understanding of a range of diverse issues including fire safety, bullying and how to make a complaint. Staff have introduced a new section into the weekly young people's meeting initiating discussion on issues of equality and diversity. The discussions are fully recorded and evidence skilled engagement of the young people in issues such as religion, different cultures and gender issues. This is used to broaden young people's awareness of society, diversity and issues of difference and disadvantage. Previously young people were reluctant to engage in discussions about religion but this initiative has opened them up to sharing experiences and ideas about religion and culture.

The manager provides good leadership to the staff team. Members of staff comments about her include, 'she is fantastic and a really good role model for staff and kids, it is a real privilege to work with her.' The manager monitors and evaluates the conduct of the home sending copies of their reports to Ofsted on a regular basis. This monitoring incorporates feedback from, young people, social workers and families evidencing their involvement in commenting on the running of the home including staff performance. The manager regularly reviews the Statement of Purpose ensuring it accurately reflects the current practice and establishment of the home. Copies of the revised document are promptly forwarded to Ofsted. These measures provide additional safeguards for young people and evidence their progress and engagement in the home. The manager ensures that all new staff receive appropriate induction leading to engagement in the level 3 Children and Young People's Workforce Diploma. The home provide additional annual training including safeguarding, team teach and attachment theory to all staff enhancing the safe care of young people.

The home has established regular community meetings, providing a forum to discuss shared issues with local residents. To date no local residents have attended these meetings and there have been no complaints received. The manager encourages young people to engage positively with the local community to improve their sense of social responsibility. The manager is using a detailed management file to structure her monitoring of all aspects of the home. This ensures that all records comply with the home's policies and is aiding in the identification of patterns and effectiveness of interventions. This has led to improved effectiveness of sanctions with staff being more thoughtful and innovative in their use. The effectiveness of these revised interventions is evident in the graphs of incidents which show dramatic improvements in young people's behaviour in the last six months.

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 progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection*.