

Inspection report for children's home

Unique reference number	SC068032
Inspector	Mark Ryder
Type of inspection	Full
Provision subtype	Children's home

Registered person	Branas Isaf Personal Development Centre Limited
Registered person address	5th Floor, Metropolitan House 3 Darkes Lane POTTERS BAR Hertfordshire EN6 1AG
Responsible individual	Kathleen Amanda Lynn Jones
Registered manager	Kevin Stuart Reade
Date of last inspection	18/03/2014

Inspection date	10/07/2014
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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	outstanding

Overall effectiveness

Judgement outcome	good
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This is a well run home that meets the needs of the young people.

Young people have made significant progress since their placements started at this home. Education and therapeutic support are particularly strong within the service. A young person commented very positively on the supportive and friendly staff team. The young people say they feel safe living here and can talk openly to staff about any concerns they may have.

Care planning is effective and reflects an honest evaluation of each young person and their future goals. The person-centred care plans put young people at the heart of all decision making affecting their lives. Staff work in a transparent and open way with young people to help them achieve their potential.

This is a safe home. Risk taking behaviours have reduced since the last inspection and staff have insight into working with young people who have previously sexually harmed others. The staff are competent, resourceful and confident. Young people respond positively to the adults who work at this home.

The leaders and managers are strong and have a good awareness of the home's strengths and weaknesses. The management team is effective in creating a safe and

well run children's home that puts the needs of young people at the forefront of all decision making.

There are two statutory requirements and one recommendation resulting from this inspection. None, however, impacts on the safety and welfare of the young people living at this home.

Full report

Information about this children's home

This children's home is operated by a private provider and is registered to provide care and accommodation for up to six children of the same sex with emotional and/or behavioural difficulties. It is part of a service providing specialist care for young people with complex needs.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/03/2014	Interim	good progress
29/01/2014	Full	good
25/02/2013	Interim	satisfactory progress
03/10/2012	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
12B (2001)	notification of children admitted and discharged from this home under paragraph (1) must contain all the information listed in paragraph (3) (Regulation 12B (3)(b-d))	21/08/2014
17B (2001)	implement the current policy (in this regulation referred to as the "behaviour management policy") which sets out the measures of control which may be used in the children's home. (Regulation 17B (1)(a))	18/08/2014

Recommendations

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

- ensure that where there has been physical restraint, the home is able to call for medical assistance as required and children are always given the opportunity to be examined by a registered nurse or medical practitioner. (NMS 3.16)

Inspection judgements

Outcomes for children and young people **good**

Young people make good progress living at this home. Although starting points are varied all young people have been helped to develop and grow into adulthood.

Young people attend education and many have progressed and gained qualifications since living at this home. Education is strongly promoted with activities arranged for young people to help them gain confidence and awareness of the world. Young people also engage in sports such as football, which is a regular pastime at the home. A young person said they enjoy playing sport as it keeps them fit.

Young people develop a positive self-image through reflective therapy and a consistent, well trained staff team. Young people are helped to understand the impact of past behaviours and to work to develop empathy and awareness of socially acceptable behaviour. As a result of the therapeutic support provided young people have made significant progress in taking responsibility for their actions and treating each other with respect.

Young people engage with their placement and pathway plans. They are at the centre of decision making and their wishes and feelings are recognised and valued. A parent stated that they feel their child has been listened to and been given an opportunity to move on in their life.

Young people enjoy contact with family and friends. Contact is promoted and arranged according to individual care plans and risk assessments. Young people commented positively that they are able to keep in contact with family and friends.

Quality of care **good**

Young people are provided with a high level of personalised care that helps them to develop socially and prepares them for adulthood.

Education is strongly promoted. Young people benefit from the home's close liaison with local colleges and education facilities. Personal education plans clearly state the targets which each young person is capable of achieving. Young people's views are clearly reflected within such plans. A particular strength of this home is the dedicated member of staff who coordinates educational provision for all young people at the home. A senior education manager from the organisation said: 'the support of young people and coordination of educational plans by the staff is outstanding.'

The relationships between staff and young people are friendly, good natured and

warm. Young people relate to the staff and accept the boundaries in place are necessary to keep them safe. Risk-taking behaviour has significantly decreased since the last inspection.

Person-centred placement plans enable young people to take responsibility for their own future. Staff support young people to contribute to the plans and comment on their individual needs. Equality and diversity is reflected within the plans, which take into account young people's gender and sexuality. Staff show a good awareness of managing difference within the home. This promotes a culture of acceptance and understanding.

There is effective interagency working taking place that provides young people with suitable and specific support when required. Therapy is integral to each young person's placement and provides them with ongoing support and time for reflection. This is a particular strength of this home.

Complaints are taken seriously by this provider. Young people feel that any complaints or concerns are listened to and acted upon. Young people say they are aware of the complaints process and can talk to staff if they are unhappy with any aspect of their care.

The admission and discharge of young people is formally notified to the local authority. However, the form does not include all the information required by the regulations. This does not have an impact on the care of young people.

The home is kept in good condition and is suitable to care for the number of young people in placement. Bedrooms are personalised and decorated to taste. A young person commented that they enjoy spending time in their room, playing with their games.

Keeping children and young people safe good

Young people are kept safe within this home by highly competent and trained staff, effective leadership by the Registered Manager and well developed agency networking.

There have been no incidences of young people being absent or missing from the home since the last inspection in March 2014. Staff are fully aware of the procedures to follow if young people are missing. The staff work closely with the local police, who visit regularly as part of the strong interagency relationships that exist within the service.

Young people feel safe living at this home. They have positive relationships with the staff, who they say are kind and treat them well. Behaviour is understood and managed well by the staff. The clear boundaries in place are respected by the young

people, who say the rules are fair. Risk assessments provide an effective strategy to care and support young people safely.

There have been two incidents of physical restraint since the last inspection. These were clearly recorded with the exception of not recording if young people had been asked if they wished to be medically examined after each incident. All staff have been trained in the safe use of carrying out such restraints as well as given guidance on de-escalating incidents to prevent the need to hold a young person. Young people are able to talk about their behaviour after the incident. This is well recorded.

The home presently has a deprivation of liberty safeguarding (DOLS) order in place. While this has no negative impact on the young people, the home is in technical breach of its own policy on behaviour management and children's home regulations and therefore a statutory requirement has been made.

Leadership and management

outstanding

Leaders and managers of this home provide an exceptionally high level of service that has a positive impact on the progress and development of young people. Leaders have the expectation that staff will provide the highest quality of care for young people, meeting their needs and addressing sexually-inappropriate behaviour in a therapeutic environment.

There is an experienced Registered Manager in place who has been registered since April 2011. The manager is qualified to level four in caring for children and young people and presently holds a qualification in leadership and management for care services. He has been involved in residential child care for the last eight years, four of these in a management role. The manager therefore meets the qualification and experience criteria for registration.

Staff receive regular support, guidance and professional development. There is a clear line management structure which all staff are aware of. Staff comment that they are able to express any views to the Registered Manager and within the team. Regular team meetings further provide staff with an overview of the care of and support for the young people. The open culture of management stimulates enthusiasm within the team and strengthens professional relationships. A stakeholder commented that all the staff have the depth of competence to make a real difference to the lives of young people in their care.

Most of the staff are qualified to level three or its equivalent. Mandatory training is completed for all staff. Specialist training is also provided for staff on working with young people who present harmful sexual behaviours. Staff work closely with the in-house therapists. The outcome of this is that staff are highly confident in working with young people. This is a particular strength of this home.

There is a rigorous internal and external monitoring process that positively impacts on the progress of this home. Quality assurance feedback from parents, young people and other stakeholders helps shape the service. The leaders and managers of the home are open to critical feedback and address any shortfalls. This in turn makes the home much stronger. Young people are at the centre of decision making within this home.

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.