

SC069474

Registered provider: Anderida Adolescent Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home is registered to provide care and accommodation for up to three children and young people who have social, emotional and mental health difficulties.

The manager has been registered with Ofsted since 19 June 2017.

Inspection dates: 4 to 5 June 2018

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 15 June 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/06/2017	Full	Good
18/10/2016	Interim	Sustained effectiveness
10/05/2016	Full	Good
30/09/2015	Interim	Sustained effectiveness

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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
40: Notification of a serious event In particular, the registered person must notify HMCI and each other relevant person without delay if— there is an allegation of abuse against the home or a person working there. (Regulation 40 (4)(c))	06/08/2018
7: The children's views, wishes and feelings standard In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— regularly consult children, and seek their feedback, about the quality of the home's care. (Regulation 7 (2)(a)(iv))	06/08/2018

Recommendations

- The registered person must have systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.2)
- Children should be supported by staff to understand what abuse is. They should be given information about how to report abuse or any concerns about possible abuse. ('Guide to the children's homes regulations including the quality standards', page 44, paragraph 9.16)
- Supervision of staff practice should ensure that individual adults in the home are engaged in the safeguarding culture of the home so they understand what they would need to do if they found other staff misusing or abusing their position to the detriment of the safety of a child. ('Guide to the children's homes regulations

including the quality standards', page 43, paragraph 9.14)

Inspection judgements

Overall experiences and progress of children and young people: good

Staff are committed and tenacious in their care and support of children in the home. They work hard to develop trusting relationships, understanding that this can take time and persistence. Staff provide child-centred care, which recognises the different starting points for children living in the home. Children are provided with support in line with plans that reflect their very individual needs. The individualised risk assessments reflect the varying levels of identified risk and provide clear strategies to address them. These are fully understood by the staff team members, who are consistent in putting these into practice.

The home uses a non-violent resistance (NVR) therapeutic approach which is embedded in staff practice. The needs of the children are met through the clear communication provided by this approach. Staff help children to understand what is expected of them and the boundaries that are in place to help keep them safe. They are consistent in applying this approach, which is important due to the risks identified for children. The staff team is supported in its practice through regular therapeutic supervision provided by a consultant clinical psychologist, which further ensures consistent practice.

Since the last inspection, the processes for administering medication have been reviewed in response to errors made.

The home is supported by an in-house education provision which the children access. This enables the implementation of individualised learning plans to meet each child's assessed needs. Additional specialist health services, particularly substance misuse and child and adolescent mental health, support the in-house therapy provided individually to each child. This is important in ensuring that the physical and emotional health needs of each child are met.

Children are aware of their rights and know how to access an advocate through the information provided to them in the home's guide. Through a secure website specific to the home, children can access further information and confidentially share their views. The home's complaints procedure is used and the individual low-level complaints are responded to in a timely way and fully address the issues raised. Staff and the registered manager seek the individual views of children. Although it is clear to see how these are responded to, it is not clear to see how children's views influence the day-to-day running of the home, for example meal planning.

There have been a number of children and young people moving on from the home following the last inspection. Staff supported these planned moves, which included two young people moving on to semi-independent accommodation. They have remained in contact with the staff team, with one young person having been provided with regular outreach support. This further demonstrates the positive and continuing relationships

staff have developed with the children and young people.

A particular strength of the home is how staff support the children and young people's relationships with their family. Staff have supported family contact, for one young person, some distance away from the home on a regular basis. The NVR therapeutic approach has been used in the home's work with parents, which has positively affected the children and young people's relationships with them, for example by effectively challenging the presenting difficult behaviours. The staff team works with the families, where appropriate, to help children make sense of their earlier childhood experiences through life-story work.

How well children and young people are helped and protected: good

Staff are provided with comprehensive training to understand and respond to the needs of the children in relation to safeguarding. This includes training in how to respond to risk associated with children going missing from care, including child sexual exploitation. There are specific policies and procedures which staff understand and put into practice. Staff work with the child's social worker and all relevant professionals to seek to minimise these risks. They are proactive in trying to reduce the level of risk once a child is missing. They support children to understand these risks through direct work, sometimes undertaken away from the placement.

The registered manager has ensured that there is good communication with the local police, and effective information sharing contributes well to safeguarding practice. This is a particular strength of the home. Risks to children have been thoroughly understood and, for some, these have reduced during their time in placement. Where there have been increased risks identified, the registered manager has worked closely with the placing authority, to ensure that these are treated as child protection concerns and addressed appropriately.

This has resulted in one child being moved to a secure setting due to the high level of identified risk. Staff have continued to provide support to the child, through regular visits and ongoing communication, alongside the home continuing to providing therapeutic support. The child's social worker provided positive feedback on the work carried out by the staff team and the registered manager. The registered manager has recognised the impact of potential risks in relation to children in the home and new children being placed there.

The effectiveness of leaders and managers: good

The registered manager is passionate, committed and child-centred in her management of the home. She recognises the resilience of the stable staff team contributes significantly to the consistency of care for the children. The strengths of the staff team members are understood, together with their ongoing learning and development needs. The NVR therapeutic approach has been embedded within the home through the specialist training provided to staff. This approach is role modelled by the registered manager and its application fulfils the home's statement of purpose.

Staff are supported well by senior staff and the registered manager. The responsible individual provides consistent support to the home and this is strengthened by the regular therapeutic group supervision provided to the staff team. Staff receive regular supervision which is child-centred. However, staff and the registered manager would benefit from supervision which provides space to reflect on their overall practice and the safeguarding culture in the home. Training for staff is comprehensive. Recruitment and selection of new staff is thorough, with all relevant checks being carried out. A particular strength is in new staff undertaking trial shifts as part of this process.

The home's development plan helps the registered manager to focus on the quality of care together with the ongoing monitoring. This is supported by the responsible individual's effective oversight of the home, which enables her to have a good understanding of the children living here. The response to complaints is timely and effective. Where these have related to staff, the responsible individual has appropriately considered these in terms of allegations, liaising with the local authority designated officer.

However, Ofsted was not notified of all allegations when they occurred and was therefore unable to appraise the overall safeguarding culture. While the responsible individual identified no practice issues, the children and young people would benefit from a greater understanding of abuse.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC069474

Provision sub-type: Children's home

Registered provider: Anderida Adolescent Care

Registered provider address: 6a Neville Road, Eastbourne, East Sussex BN22 8HR

Responsible individual: Erica Castle

Registered manager: Roberta Cramp

Inspector(s)

Maria Lonergan, social care inspector

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