

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 young people who have emotional and/or behavioural difficulties.

Inspection dates: 15 to 16 June 2017

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **outstanding**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 18 October 2016

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Key findings from this inspection

This children's home is good because:

- The young people benefit from living in a home where there is strong leadership of the staff team. The manager provides the staff team with clear guidance and support to promote the young people's development and welfare.

- Excellent plans and risk assessments identify the young people's individual needs, with detailed strategies to minimise the risks that they face and reduce the potential of harm.
- Young people develop warm, trusting relationships with the staff, which gives them a sense of safety and stability. They know that they can talk to the staff and that the staff will listen and respond thoughtfully to their specific needs.
- The young people receive high-quality support to manage their emotions and difficult, challenging behaviour. The home's therapeutic model and the support from a consultant clinical psychologist enables the young people to improve their behaviour and their relationships with their families.
- The manager closely monitors the progress of the young people and all aspects of the home to maintain high standards of care. She understands the strengths and weaknesses of the home and is committed to continuous improvement.

The children's home's areas for development:

- The young people's bedrooms are used as part of a therapeutic intervention without the young person's permission. This does not demonstrate that the staff are consistently treating young people with dignity and respect.

Recent inspection history

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

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
The quality and purpose of care standard is that children receive care from staff who treat each child with dignity and respect. (Regulation 6 (2)(b)(iii))	18/08/2017

Inspection judgements

Overall experiences and progress of children and young people: good

The staff deliver individualised care within a nurturing environment where the young people develop, have opportunities to learn to manage their emotions more appropriately and keep themselves safe. Some of the young people are making significant progress in their behaviour and other aspects of their lives. The young people experience warmth and attentiveness from the staff and develop trusting relationships, knowing the staff will respond to their needs.

The young people have a strong voice within the home. They confidently express their views appreciating that staff will listen and value their opinions. They are aware of the complaints procedure and use it as a way of making their views known. It is evident that the manager and the staff take the views of the young people seriously and give considerable thought to the resolution of issues raised by them. Individual key work sessions help the young people to acquire alternative ways of thinking about difficult issues and give them opportunities to raise any matter concerning them.

The young people are engaging in their education and have definite plans to further their education at college in their chosen vocational area. The staff are ambitious for the young people to succeed and work with the virtual school to ensure that they receive education appropriate to their needs.

Close monitoring of the young people's physical and emotional health ensures that their specific needs are identified and met. The staff offer advice and guidance on a healthy lifestyle. The young people receive support from external health professionals, such as dietitians and substance misuse specialists, which promotes their improved health. The staff give particular attention to the young people's emotional health and their levels of

emotional resilience. Individual therapy is available and currently two young people are committed and engaged in the process, with additional support from the staff. The young people are developing appropriate ways of managing their emotions.

The staff recognise the importance of positive leisure activities to the young people's development. The young people have access to a range of recreational activities and the staff encourage them to pursue their individual interests and extend their social experiences.

The staff support the young people to acquire independence and daily living skills as they prepare for their move to adult life. The young people receive valuable support to remain in contact with their families. The staff work proactively with the young people's families to promote and maintain positive relationships.

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

The young people develop a sense of safety and security living at the home. Through responsive and nurturing care, they develop meaningful and trusting relationships with the staff. Staff implement clear boundaries and young people understand the expectations upon them. This improves their emotional security.

Extremely detailed, current care plans are comprehensive with clear guidance for the staff to implement support strategies which assist young people's development. The risks associated with the young people's behaviour are distinctly outlined and understood by the staff. The staff apply appropriate measures to reduce the potential of harm and use the support of external professionals, such as the substance misuse team, to provide specialist support. The staff are alert to any safeguarding concerns and promptly act to reduce the risk of harm.

The young people receive excellent support to manage their emotions and difficult, challenging behaviour. Taking a therapeutic approach using a model of Non-Violent Resistance (NVR), the staff respond using agreed strategies under the supervision of a consultant clinical psychologist. The key principles of this model are taking a firm stand against violence, risk-taking and anti-social behaviour and increasing the positive presence of the staff and other adults in the young person's life. During the inspection, a young person's parent and some of the staff were involved in a 'sit-in' to address the young person's concerning behaviour and find a solution. The 'sit-in' took place in the young person's bedroom although he objected strongly to adults entering his room without permission. On this occasion, the manager and the staff did not show the young person a sufficient level of dignity and respect.

The staff are resilient when faced with prolonged periods of challenging behaviour. They use physical intervention appropriately to manage difficult behaviour and incidents are properly recorded and monitored. Through the staff's commitment to supporting young people, one young person's behaviour has improved dramatically. Previous frequent incidents of serious violent behaviour have ceased and the young person is engaging in therapy and restorative sessions with the staff and others.

The staff respond effectively when young people leave the home without permission, applying agreed procedures to safeguard them and ensure their safe return. Individual key work sessions provide targeted support to address high-risk behaviour and to develop the young people's awareness of the risks that they face and how to keep themselves safe.

A robust recruitment process helps to protect the young people from unsuitable adults working with them. Systems are in place to check all health and safety matters. Appropriate fire safety measures are in place.

The effectiveness of leaders and managers: good

The young people benefit from effective management and clear leadership. The manager has been in post since February 2017. She is suitably qualified and experienced. She is currently in the process of registering with Ofsted. Assisted by skilled and experienced senior staff, she provides the staff team with strong support. With a collaborative approach, she makes incisive decisions to guide the staff based on a clear understanding of the young people's individual needs.

The staff receive comprehensive training to support the young people with competence and confidence to become positive members of the community. The staff receive regular supervision during which they discuss the progress of the young people, the young people's safety and specific training and support that they require to perform their role efficiently. Monthly group supervision led by a consultant clinical psychologist supports the staff in their application of the home's therapeutic approach.

The manager has an insightful understanding of the strengths and areas for development of the home. Her current focus is on developing the confidence of the staff to make decisions in relation to the young people's day-to-day care and take more responsibility for follow-up action in relation to safeguarding concerns.

The manager and the staff work purposefully together with the young people's families and external professionals. Using the model of the NVR therapeutic framework, which actively promotes working alliances between those who care for the young people, their parents and other adults in their support network, the staff build effective relationships to support the young people.

The manager closely monitors the progress of the young people and all other aspects of the home to maintain high standards of care. Continuous review of records and staff practice contributes to the manager's thorough understanding of the young people's specific needs. The analysis and evaluation of patterns and trends in the young people's behaviour enables the staff to adjust support strategies to offer maximum opportunities for them to develop. Very detailed monthly reports by an independent visitor identify shortfalls and are an essential part of the quality assurance process.

The statement of purpose is current and clearly sets out the ethos, objectives of the

home and the range of services that it provides for the young people. The manager and the staff meet the expressed aim of providing a safe, stable and structured environment in which the young people can develop and experience care that is sensitive to their individual needs.

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: Post vacant
Roberta Cramp

Inspector(s)

Janet Hunnam: social care inspector

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