

Inspection report for children's home

Unique reference number	SC069474
Inspector	Anna Williams
Type of inspection	Full
Provision subtype	Children's home

Registered person	Anderida Adolescent Care Limited
Registered person address	Anderida Adolescent Care Neville Mews, 6A Neville Road EASTBOURNE East Sussex BN22 8HR
Responsible individual	Erica Jane Scott
Registered manager	Erica Jane Scott
Date of last inspection	03/09/2014

Inspection date	19/02/2015
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Previous inspection	sustained effectiveness
Enforcement action since last inspection	None

This inspection	
Overall effectiveness	good
Outcomes for children and young people	adequate
Quality of care	good
Keeping children and young people safe	good
Leadership and management	good

Overall effectiveness

Judgement outcome	good
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This children's home offers young people a good quality of care. Highly personalised care plans which are regularly reviewed reflect the unique needs of young people placed in the home. During this inspection no young people were present. Attempts were made to contact young people placed via telephone, but these were unsuccessful.

Well-trained staff offer young people consistent safe care. Use of restraint is low in the home, demonstrating effective behaviour management techniques implemented by staff. Young people and their family members benefit from structured therapeutic approaches which impact positively on the lives of young people.

No regulatory breaches were identified during this inspection. One good practice recommendation is set to ensure that when one member of staff is working with young people a written risk assessment is in place. This is to ensure all risks are formally evaluated and to promote a consistent safe approach by staff in such situations.

The home is well-led by an experienced Registered Manager. Her understanding of the strengths and weaknesses of the home is good. She has development plans in place to further improve the service.

Full report

Information about this children's home

This children's home is registered to accommodate three young people with emotional and/or behavioural difficulties. It is owned by a private organisation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/09/2014	Interim	sustained effectiveness
30/01/2014	Interim	good progress
23/04/2013	Full	good
15/01/2013	Interim	good progress

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

Recommendations

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

- ensure where only one member of staff is on duty at any time, a risk assessment has been carried out and recorded in writing, identifying any likely risks to children, staff and members of the public. (NMS 17.9)

Inspection judgements

Outcomes for children and young people **adequate**

Young people attend routine health appointments after many months of refusing. This is important for their physical and emotional health, now and in their future. Some young people have made good progress in managing personal worries and emotional concerns. They engage with in-house therapy sessions with staff, therapists and family members. This supports their emotional development. This has had a positive effect on their day-to-day lives as challenging behaviours have reduced.

Educational outcomes for young people placed are mixed. Some young people have very little attendance at their allocated college placement. Other young people make adequate progress when taking into consideration their individual learning needs and starting points. Some young people have achieved certificates in English and maths. This boosts their confidence and encourages them to continue with their learning goals. Young people's positive engagement with the wider community is limited. Some young people do enjoy shopping and meeting friends locally. For other young people, their time away from the home is less purposeful.

Some young people's offending behaviours have not reduced over the time placed within the home. The Registered Manager formally requests reviews of young people's care plans when they repeatedly place themselves at risk and being linked to criminal activities.

Young people maintain contact with family members and significant adults in their lives. Staff facilitate and supervise contact arrangements as appropriate. This supports young people in maintaining good attachments. Young people build acquaintances with other children in the local area through their educational placements. These friendships are sustained through meetings and visits to the home. This widens their social interactions and helps them learn about relationships.

Young people make good progress in obtaining life skills while living in the home. They undertake basic cleaning and household tasks on a regular basis. Young people learn how to make simple meals for themselves. Some young people have applied for local jobs. These tasks help prepare young people for adulthood and independent living.

Quality of care **good**

Young people benefit from staff who use creative ways to encourage educational attendance and progress. Some organisational staff provide personal support on site for some young people at external college placements. This lessens anxieties and provides immediate support and guidance for young people within their learning environment. Staff consistently reinforce the benefits of learning and provide practical help to encourage young people to attend every day. Staff regularly adapt and change their strategies to encourage young peoples' educational attendance. Although this has been more successful with some young people, than others.

Staff work effectively with family members to encourage and support young people to engage in health and wellbeing appointments. Through this partnership working and persistent approach, young people's anxiety lessens and they attend planned sessions with sensitive support. This benefits their physical health. Staff actively and regularly talk with young people about sexual health matters and healthy living. This provides young people with knowledge and understanding about keeping safe and well. Arrangements for the administration of medication within the home are safe and effective.

Young people's care and support plans are comprehensive and individualised. They are of a good standard and capture young people's personal identity, background and current goals. There have been no complaints from young people or external sources since the previous inspection. Young peoples' views are regularly sought through key working sessions. These meetings are precisely documented to demonstrate the area of focus of each separate consultation. Topics include personal identity, discussions about recent significant events and guidance in areas the individual young person wishes to talk about. These provide young people with good emotional support from staff who are confident to discuss some complex and sensitive topics.

Young people live in a home which is well-maintained. A newly fitted kitchen enhances the open plan downstairs area. Communal areas have homely touches such as photographs of the young people and colourful pictures. The house benefits from good quality furnishings and decoration throughout. This creates a welcoming and warm environment for young people to live in.

Keeping children and young people safe good

The organisation have a well-established reward system in place which young people engage in. This recognises achievements and progress made by young people. Sanctions are used within the home. Records sampled show these sanctions and consequences are fair. Use of restraint within the home is very low. Two physical interventions have taken place since the previous inspection. Records show these were proportionate and reasonable. Staff receive regular training course refreshers in behaviour management strategies. They successfully use de-escalation techniques, therefore avoiding the use of restraint.

Individual young people's risk assessments are updated regularly. They contain clear action points for staff to follow in order to minimise risks. However, staff who lone work with some young people do not have a lone-working risk assessment to inform them. This risks an inconsistent approach from staff in relation to keeping young people and themselves safe when working alone.

Some young people continue to place themselves at risk by going missing regularly. This behaviour is decreasing over time, but has not stopped. Other young people have only been reported missing once since the previous inspection. When a child is reported missing, staff take immediate and appropriate action to locate the young person. Staff build good relationships with family members, the police and youth offending teams creating an effective multi-agency approach to keeping young people safe.

Staff are carefully selected and vetted prior to commencing work within the home. This protects young people from unsuitable adults working with them. Allegations or suspicions of harm are shared appropriately with external safeguarding agencies. Good partnership working exists between the home, police forces, safeguarding professionals and placing authorities. Good health and safety routines within the home protect young people from harm.

Leadership and management

good

The Registered Manager has been registered with Ofsted as manager of this home since 2011. She has suitable qualifications in both leadership and childcare. She has worked for 30 years in social care including work with young offenders and in residential care with young people with learning difficulties and behavioural needs. She has worked within this organisation for 16 years. She has recently completed a foundation level in the 'non-violent resistance' (NVR) therapeutic approach. The strategic plan is for all managers within the organisation to achieve this course. By completing the course first, she is able to role model and support the rest of the organisation's management team to adopt this approach. She is assisted by the consultant clinical psychologist who delivered the NVR training.

The Registered Manager has also completed a 'train the trainer' course in advanced child sexual exploitation training which she now delivers to staff. These workshops assist staff in their understanding of issues in relation to child sexual exploitation and how to support young people to keep safe and have healthy relationships.

The Statement of Purpose for the home describes in detail the services offered by the individual home and wider organisation. This means parents and placing social workers are clear about the aims and objectives of the service. An interactive on-line children's guide describes in a child-friendly manner what to expect when living in the home. This interactive guide is added to and updated regularly to keep up-to-date

and young people interested. For example quizzes about diversity and learning about culture have been recently promoted and young people can gain additional reward points for completing them. This engages young people and ensures they understand the values and expectations of the home.

Staff receive regular, good quality, child focused supervision and appraisal. This includes regular staff support sessions with the consultant psychologist. This provides team members a range of opportunities to reflect on their work and review young people's support plans together. One staff member commented 'I am very well supported by management, and I really enjoy working here, it's a great job'.

Staff benefit from a wide range of training opportunities. All staff have either achieved the Diploma level 3 in childcare or are actively completing it. Staff are regularly refreshed in topics such as medication administration, food hygiene and food safety. Some staff have undertaken advanced level child sexual exploitation training, and all staff receive basic level learning in this topic. This ensures staff are well-equipped with the skills needed to care for the young people living in the home.

A previous requirement to ensure that a written request to review a young person's care plan takes place if they are persistently absent without permission has been met. This ensures that individual young people's care plans are promptly and formally reviewed when risky behaviours continue.

External visits to the home take place on a monthly basis. The voice of the young people is strong within the reports. During these visits, the independent person offers a good level of professional challenge which supports the service to improve. A previous requirement to ensure that the internal monitoring reports contain consultation with young people, placing social workers and families has been met. A new format of internal quality assurance reports has been implemented. The reports now contain more emphasis on seeking and responding to the feedback from these key parties. This demonstrates that the Registered Manager is seeking and demonstrates learning from external comments and views on the service.

The Registered Manager understands the strengths and development areas of the home and has plans in place to address areas for improvement. Since the previous inspection, the garden area has been enhanced with the addition of planted raised flower beds, the major kitchen works have been completed and bathrooms have been updated. This improves the already high quality accommodation offered to young people.

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.