

SC356565

Registered provider: Eagle Children's Home

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is run by a private organisation and is registered to provide care and accommodation for two young people who have experienced childhood instability, resulting in trauma and associated complex behaviours.

The manager was registered with Ofsted in 2013.

Inspection dates: 31 July to 1 August 2019

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

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

The effectiveness of leaders and managers **good**

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

Date of last inspection: 24 July 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/07/2018	Full	Good
02/05/2017	Full	Good
08/02/2017	Interim	Declined in effectiveness
01/06/2016	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 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 must comply within the given timescales.

Requirement	Due date
The protection of children standard is that children are protected from harm and enabled to keep themselves safe. In particular, the standard in paragraph (1) requires the registered person to ensure— that staff— assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child. (Regulation 12(1)(2)(a)(i))	28/09/2019
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that helps children aspire to fulfil their potential and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13(1)(a)(b)(2)(c))	28/09/2019

Inspection judgements

Overall experiences and progress of children and young people: good

Young people have good relationships with staff and each other. Relationships are built on trust and respect. Young people speak freely to staff about their views and wishes. This effective communication helps young people to voice their opinions with confidence.

Staff support young people to improve their education, health and social engagement. Some young people achieve good education outcomes, but others struggle to attend education and health appointments. Staff are relentless in encouraging young people to become responsible for managing their own health and their career prospects. This dedicated approach by staff helps young people to understand that staff care about them. It also enables young people to begin to learn the importance of education and health, and prepares them for independence.

Young people enjoy a range of activities. Staff provide a variety of exciting activities and opportunities that young people choose to take part in. As a result, young people learn to make friends and socialise, while having fun.

Young people are provided with nutritious, well-balanced meals. Staff take it in turns to plan and prepare meals chosen by young people. However, not all staff have undertaken training in food safety. This does not guarantee that food is prepared and cooked safely.

Young people benefit from spending time with family and friends. Staff stay in regular contact with young people when they have overnight stays with parents. If young people or staff have any concerns about contact, they raise these concerns with the manager, who deals with them appropriately. This helps young people to maintain healthy relationships with their families.

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

Young people who go missing are helped to return safely. Staff follow practice guidance and protocols and work in partnership with the police. As a result, episodes of missing from care are reducing.

Physical intervention is only used as a last resort by trained staff. Staff are proactive when responding to challenging behaviour. They successfully use de-escalation techniques that reduce the need for physical intervention. As a result, the use of restraint is a rare occurrence.

Staff are instrumental in discussing incidents of challenging behaviour with young people. This follow-up work by staff enables young people to reflect on their behaviour and take responsibility for their actions.

Young people receive rewards from staff for positive behaviour. This promotes appropriate behaviour and helps young people to understand what behaviour is socially acceptable. Sanctions imposed are fair and proportionate.

The manager does not routinely complete a risk assessment to assess the compatibility of new young people before they come to live at the home. This does not ensure that new young people can live safely and amiably with those already resident. This has the potential to place young people at risk of harm.

When young people self-harm, staff take appropriate action to offer medical support. The sensitive approach taken by staff helps young people to show their injury rather than conceal it. As a result, young people receive the medical, psychological and emotional support they need.

Staff take enough precautions to protect and educate young people when they use the internet and electronic devices, and prevent online abuse. This enables young people to access and enjoy the benefits of social media and the internet safely.

The effectiveness of leaders and managers: good

The home is managed effectively and appropriately by a dedicated manager and staff team. There are enough suitably experienced staff to provide care for up to two young people. Staff who are not yet qualified are enrolled and on target to achieve the qualification in the required timescales.

Managers actively challenge shortfalls in services and escalate concerns. As a result, appropriate action is taken to ensure that young people who are due to leave care are found suitable accommodation to meet their individual needs.

The manager ensures that all staff receive appropriate supervision and appraisals. Staff are happy working at the home and feel supported by the manager. As a result, staff improve their skills and knowledge and become positive role models for young people.

The manager notifies Ofsted of any significant events, in line with regulation. This means inspectors can review information quickly to assess whether managers have taken appropriate action.

The independent visitor monitors the home, and any practice issues are shared with the manager, which the manager then acts on. The manager also conducts her own monitoring to assess what is going well and what needs to improve. This oversight by the manager ensures that the service continues to develop.

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: SC356565

Provision sub-type: Children's home

Registered provider: Eagle Children's Home

Responsible individual: Millicent Vernon

Registered manager: Millicent Vernon

Inspector

Michelle Spruce, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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