

Inspection report for children's home

Unique reference number	SC359818
Inspector	Michelle Moss
Type of inspection	Full
Provision subtype	Children's home

Registered person	Cambian Childcare Limited
Registered person address	Pinnacle House 2 Oakwood Square, Cheadle Royal Business Park CHEADLE Cheshire SK8 3SB
Responsible individual	Victor Takadiwa
Registered manager	Dimple Ghera
Date of last inspection	07/02/2014

Inspection date	17/12/2014
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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	good

Overall effectiveness

Judgement outcome	good
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Young people make varied progress to overcome their difficulties. In some instances progress is exceptional, whereas others made more marginal progress. Where progress is most noticeable is in young people's improved confidence in their abilities and being able to feel safe, protected and valued. This is mainly achieved through young people experiencing genuine care from a consistent and stable staff team that they have grown to trust and respect.

Care practice is highly personalised to meet the diverse needs of young people. Staff are open to addressing a range of possible needs, including those associated with disability, race, culture and sexuality.

The Registered Manager proactively makes good use of a range of partnership agencies to help ensure the presenting needs of young people are met.

Two areas of practice require improvement. There is a need for all staff to have training on e-safety and for young people to have an opportunity to play an integral role in their care planning. The impact of these shortfalls is countered by quality of relationship young people have with staff, in particular knowing staff want to keep them safe and value their views.

Full report

Information about this children's home

The home is one of a group of homes operated by an independent organisation as part of a tendering contract with the local council. This home provides care and accommodation for up to four young people with emotional and/or behavioural difficulties

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/02/2014	Interim	good progress
11/07/2013	Full	good
19/12/2012	Interim	satisfactory progress
16/05/2012	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
12A (2001)	ensure in preparing or reviewing the placement plan the registered person shall, so far as practicable having regard to the child's age and understanding, seek and take account of his views. (regulation 12(3))	31/01/2015

Recommendations

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

- ensure staff are trained in appropriate safe-care practice, including e-safety. (NMS 4.6)

Inspection judgements

Outcomes for children and young people **good**

Young people use the trusting relationship they have formed with staff to gain a sense of belonging and enhanced identity. Young people embrace opportunities to participate in activities of their choice, including choosing activities that mean having quality time with staff.

Young people's achievement, attendance and behaviour in school are variable. For some young people, they struggle with their sense of security and their attitude to learning is low and this hinders their progress. Other young people are more motivated and have an excellent attitude to their learning. They view school as the gateway to achieving their aspirational goals. For some young people this has resulted in having clear aspirations for their future. This includes aiming for university to study law.

Young people use the help they receive from staff to develop life skills. They use this opportunity well to increase their preparation for a successful transition to adulthood.

Young people take up opportunities of support around their health needs. This includes working with specialist health workers, such as Children Adolescent Mental Health services (CAMHS), Looked After Children's Nurses and working with a clinical psychologist. This support enables majority of young people to learn coping skills to self-regulate emotions and to seek appropriate advice, which in turn, means they make safer decisions. Despite support, some young people continue to struggle with their emotions and their pace of progress is smaller steps achievements. All health workers work together to give young people tailored support to reflect individual needs.

Some young people have embraced the nurturing support they receive to make better life choices. This has seen a significant drop in missing from care and risks associated with child sexual exploitation. As a result, young people are safer.

Quality of care **good**

Staff work collectively to create a climate where mutual trust and respect is at the heart of practice. Staff are alert to the emotional, physical and social needs of young people and are sensitive to background information. This inclusive approach helps young people to develop self-confidence, to be able to start forming trusting relationships with adults.

The views of young people, stakeholders and professionals are all very positive about

the quality of care. Young people talk very fondly about the home and describe the best thing being the staff, who make them laugh and feel happy. Social workers, have nothing but praise for staff, especially in how they support young people through difficult times. One social worker said 'I cannot praise the staff enough for what they done to turn around a child's life'.

The arrangements for dealing with medication are safe and effectively managed. This ensures young people are receiving medication important to their health. Health plans cover specific and general health issues. Staff assist young people to attend specialist health care appointments and help them to be aware of their own health needs. Not only does this ensure young people stay healthy, but also gives them an appropriate level of ownership over their health.

Staff promote a strong ethos towards enabling young people to achieve qualifications and to have a broad range of opportunities to thrive. This starts with encouraging good school attendance. When young people are not able to attend school, the staff maintain a learning culture, so that young people recognise term time is learning time.

Staff take the concerns and complaints raised by young people seriously. Young people say their concerns are addressed and feel comfortable to bring concerns to staff. This openness enables young people to influence the quality of care they receive.

Staff ensure each young person has a placement plan that aims to address how to support individual needs and to ensure the plan is updated monthly to reflect key events. Missing from the plan is young people's actual involvement in their care planning and how the plan explicitly identifies how support is actually improving outcomes. This missed opportunity means young people do not benefit from having highly personalised care plans where they have an appropriate level of ownership over its contents.

Keeping children and young people safe good

Young people feel safe, nurtured and supported. They use the trust they have gained with staff to talk through problems and to make safer decisions. Staff have a clear understanding of their roles and responsibilities and are vigilant about the safeguarding of young people.

There is good co-operation between the home, the local authority's designated safeguarding officer (LADO) and police in areas of child protection. For example, when young people go missing from care appropriate multi-agency takes place. Police visit the home regularly and complete consultation sessions with young people. This helps them to better understand the dangers in the community and how best to stay safe. This has helped young people to make better life choices and in turn, has

kept them safe from harm.

Young people are supported to recognise personal trigger points that can cause their behaviour to escalate. Staff use de-escalation strategies to help pre-empt or limit problematic behaviour escalating. This includes helping young people to reduce levels of self-harming behaviour. The use of physical intervention is low due to these well-developed strategies.

The recruitment of staff is effective to safeguard young people. This includes meticulous attention being paid to obtaining references and ensuring a full employment history is provided, so that suitability of potential new staff can be assessed alongside undertaking a Disclosure and Barring service check. (DBS)

Risk assessments to inform the safeguarding of young people are regularly reviewed and staff act on emerging concerns appropriately. For example, staff are alert to risks associated with self-harming and the impact of young people's insecurities.

Young people live in an environment that promotes their health and well-being. This includes staff carrying out regular safety checks that extends to fire, electrical and gas safety.

Leadership and management

good

The Registered Manager has been in post since December 2012. They hold a level 5 Diploma in Leadership for Health and Social Care and Children and Young Peoples services. The Registered Manager provides a good strategic overview to staff of what constitutes good practice. The staff are ambitious and energetic to secure continuous improvement that maximises the progress young people make from their starting point. They will challenge shortfalls in educational provision to ensure young people are not disadvantaged because of their emotional needs. This helps to secure young people's meaningful access to schooling.

There is a good balance of experience among staff. Individual members of staff are well qualified and have a range of qualifications relevant to their responsibilities.

Staffing levels are sufficient to meet the individual needs of young people. All shifts start with handovers to aid staff to receive up-to-date briefings on the care of young people. Staff are well supported through regular supervision and annual appraisals.

The staff treat young people with the utmost respect and dignity and support them in overcoming significant social and economic barriers. Staff tailor their support to respect the cultural, ethnicity and religious needs of all young people.

Overall, staff receive good quality training, support and resources, to enable them to understand the developmental, psychological and health needs of young people. For

example, staff have fortnightly consultation sessions with a clinical psychologist. The only exception is the absence of formal e-safety training. This leaves gaps in staff being sufficient confident in knowing how to keep young people and themselves safe when using the internet.

Joint working is common place. Multi-agency partnership is forged with health, the placing authority and schools, all working together in the best interests of young people.

The Registered Manager ensures the home has a development plan which is well organised and provides a clear and easy summary of aims, audits and actions. Alongside the development plan is a self-evaluation reporting system. Monthly visits by officers from within the organisation take place and have the explicit purpose of improving the provision of care for young people.

The home has a clear, accessible and comprehensive Statement of Purpose that clearly sets out its aims and objectives. These objectives are being utilised in everyday practice, inclusive of ensuring young people feel safe, protected and well cared for.

The home has taken action to address one previous requirement and recommendation raised at the last inspection. This has meant the enhancement of the accommodation to make it increasingly homely. It is now decorated, maintained and furnished to a high standard. This improvement has given young people a greater sense of belonging and pride. They now see the accommodation as their home. The home has also ensured that reports and records from the local authority are properly obtained and their contents used to enhance the home's own care planning.

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.