

SC361789

Registered provider: Cornwall Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide care and accommodation for up to nine children who have emotional and/or behavioural difficulties and learning difficulties.

The home is owned by a local authority. It is located in close proximity to a school for children who have additional needs and a children's home that offers short breaks. Some facilities and resources are shared between these three services.

Inspection dates: 15 to 16 November 2017

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: 16 February 2017

Overall judgement at last inspection: Sustained effectiveness

Enforcement action since last inspection:

Not applicable

Key findings from this inspection

This children's home is good because:

- Children are provided with a high standard of individualised care and support. Care planning is very detailed and underpinned by a strong multi-agency approach. This holistically promotes the best interests of children.
- Leaders and managers are devoted to raising the standard of care which they provide to children. They consistently review and amend plans for children in order to promote their best interests.

The children's home's areas for development:

- Since the last inspection, there has been a high level of staff turnover. This has at times had a negative impact on the much-needed consistency of relationships for young people. A recommendation has been made in order to support development in this area.
- Children are not provided with clear guidance in respect of how to keep themselves safe. This includes promoting their awareness of exploitation, sexual health and the impact of physiological changes to their bodies. A recommendation has been made in order to support development in this area.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/02/2017	Interim	Sustained effectiveness
13/10/2016	Full	Good
21/03/2016	Interim	Sustained effectiveness
01/12/2015	Full	Outstanding

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

Recommendations

- Ensure that consistency of staffing is promoted in order to minimise any negative impact upon children which may be caused by staff turnover. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.19)
- The registered person should ensure that, in line with their individual health plans and the ethos of the home, children are offered advice and support and guidance on health and well-being to enhance, and supplement that provided by their school through Personal, Social and Health Education (PSHE). ('Guide to the children's homes regulations including the quality standards', April 2015, page 35, paragraph 7.18)

Inspection judgements

Overall experiences and progress of children: good

Children are provided with a high standard of individualised care and support. Care planning is very detailed and underpinned by a strong multi-agency approach. This promotes good holistic care that ensures that the best interests of children are at the forefront of care practices. A number of elements of outstanding practice can be seen within care planning approaches, such as careful monitoring and consideration of worrying behaviours. This provides staff with a good understanding of how to support children. All of the children living at the home are making positive progress from their starting points since moving into the home.

The home environment is sparsely decorated. In some rooms, this is due to the complex needs of children. However, the overall feel is that of a school building, which limits the homely feel of the environment.

Leaders, managers and staff speak very fondly of children. Children overall were observed to be happy and relaxed in their home. Some children, due to the nature of their complex needs, convey their emotions subtly or in a way that is not always immediately obvious to others. However, staff are able to read the various ways by which children demonstrate their emotions and were seen to respond sensitively.

Children, irrespective of any additional need, enjoy access to a range of experiences, which include swimming trips, going out for meals, community events, holidays and local clubs such as a horse riding club.

Since the last inspection, there has been a high level of staff turnover. This has at times had a negative impact on the much-needed consistency of relationships for young people. A recommendation has been made in order to support development in this area.

Creative ways are consistently sought in order to gain children's needs, wishes and feelings. Four out of the six young people living at the home have their own independent advocates. The other two young people are waiting for advocates to be allocated to them. It is very positive that leaders and managers have sourced and supported this provision for children.

One child has moved on from the home since the last inspection in February 2017, in order to enable the child to be closer to relatives. Due to the attentive planning and support provided by staff, this was a very positive move for the child.

How well children are helped and protected: good

Leaders and managers understand the importance of carefully assessing and managing risks which are relevant to the specific needs of children. For example, the practice of using visual monitoring for one child who demonstrates self-injurious behaviour is being carefully considered and regularly reviewed. This promotes the safety of the child while clearly acknowledging that this is a restrictive approach, which should not be relied on indefinitely.

There have been no concerns held regarding the management of safeguarding incidents at the home since the last inspection. Communication between leaders, managers, staff and other professionals is of a very good standard. This open dialogue promotes staff's awareness of the various factors which may impact on children's well-being.

Children are not provided with clear guidance in respect of how to keep themselves safe. This includes promoting their awareness of exploitation, sexual health and the impact of physiological changes to their bodies. A recommendation has been made in order to support development in this area.

One child has a very limited diet, which has been an issue for a considerable time. There is no clear plan in place in order to support the child to manage their anxieties about food, and to enjoy a healthier and more balanced diet.

There have been no concerns regarding the administration of medication. Consent forms are completed for each child in order to ensure that parental consent is given to allow the administration of medication, and, if required, emergency treatment. Currently, staff do not have permission to discuss children's medical records with health professionals. This may prevent much-needed information being shared with staff regarding the needs of children.

The effectiveness of leaders and managers: good

Leaders and managers are devoted to raising the standard of care which they provide to children. They consistently review and amend plans for children in order to promote their best interests.

Leaders and managers possess a great deal of knowledge regarding the individual needs of each child, and demonstrate thought about how they intend to support these evolving needs. This further demonstrates their commitment and ambition for children.

Recruitment practice is safe, and supervision records demonstrate a high standard of supportive and reflective practice of staff. However, as raised above, the high turnover of staff has had a negative impact on consistency for children.

Reflection and audit systems overall are good. Furthermore, any advice given during the independent monthly audits of the home is acted on.

The quality of professional relationships between staff and professionals who are external to the home is very good. A number of professionals were visiting the home during this inspection. The feedback, overall, from these professionals was very positive regarding the standard of care at the home.

One concern was raised by a parent about the home. The parent did not want this matter raised as a complaint. However, it was managed appropriately and robustly, which is line with complaint response procedures, and is a further example of good management practice.

Leaders and managers advocate strongly on behalf of children. This includes applying the principles of the best interest's checklist (Mental Capacity Act 2005) when assessing all children's care needs. This is good practice as is supports considered decision-making.

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: SC361789

Provision sub-type: Children's home

Registered provider address: County Hall, Truro, Cornwall TR1 3AY

Responsible individual: Tony Phillips-Jones

Registered manager: Julie Walsh

Inspector

Polly Soper, social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

© Crown copyright 2017