

Children's homes – Interim inspection

Inspection date	07/02/2017
Unique reference number	SC362094
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	New Horizons (Child Care) Limited
Registered provider address	Hurstwood Court, New Hall Hey Road, Rawtenstall, Rawtenstall, Lancashire BB4 6HR

Responsible individual	Nicola Simmonds
Registered manager	Louise Tolley
Inspector	Hannah Bates

Inspection date	07/02/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection	
This home was judged good at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness.	
Young people continue to receive good-quality individualised care. Behaviour management plans are personalised and young people are involved in their plans. Key working sessions continue to be frequent and address young people's behaviours, emotions and achievements. Young people continue to make progress educationally and socially. For example, one young person attends school full time and is a member of the school council. This is excellent progress for him. Young people engage in activities such as swimming, the cinema, football and attending St John Ambulance. A social worker said: 'My young person has had a period of stability in placement and it has been excellent for him. He gets a lot of advice and guidance from staff.' Admissions are well planned and the registered manager ensures that she gathers as much information as possible prior to admission. Since the last inspection, one young person has left the home to move into semi-independent accommodation. There was a well-organised transition plan in place and staff tried hard to try to engage the young person in preparing him for independent living, although this was not always successful. However, this was an unsuccessful placement and the young person experienced an unplanned ending in a period of crisis. The registered manager and staff felt unable to manage the young person's complex needs. The registered manager rigorously learns from safeguarding incidents. On one occasion, staff failed to follow a young person's risk management plan or the organisation's protocols for reporting safeguarding concerns. Delays in reporting significant information to the police could have had significant and detrimental consequences. On occasion, there has been an over-reliance on other professionals' advice rather than following the organisation's own risk management protocols. Staff lack the skills or expertise to manage some significant safeguarding incidents. Since this particular incident, when information was not shared swiftly with police and the placing authority, the registered manager and staff team have learnt from it and made significant changes. As an organisation, there are now new protocols in place for managing specific safeguarding incidents and risk-taking behaviours, and all staff have been debriefed and are clear about the expectations of them.	

On the whole, young people are kept safe and, for some young people, their risk-taking behaviours reduce. For other young people who have been in crisis, staff have been vigilant at following risk management plans. Risk-taking incidents such as going missing or self-harm incidents have been well managed and staff have rigorously safeguarded young people. Partnership working is good and supports young people's emotional well-being. The registered manager and staff have liaised with other professionals, escalated their concerns with placing authorities and quickly involved other specialist professionals such as mental health services.

The registered manager monitors staff practice effectively. She takes actions to swiftly address practice shortfalls. Requirements have been met from the last inspection. Team meetings are well coordinated and involve other professionals, and this enables a multi-agency approach to managing risk. The registered manager continues to be a strong advocate for the young people in her care. She continues to effectively use other professionals and agencies to support young people's care plans and to enable them to have access to the services they need to make progress. She continues to challenge placing authorities when she does not agree with decisions, and she implements placing authorities' guidance and recommendations where appropriate.

This is a privately owned home, registered to provide care and accommodation for two children who have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/05/2016	Full	Good
18/01/2016	Interim	Improved effectiveness
06/08/2015	Full	Requires improvement
18/03/2015	Interim	Sustained effectiveness

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

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 (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
12: The protection of children standard In order to meet the protection of children standard, the registered person must ensure that staff (2) (a) (i) 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; (iii) have the skills to identify and act upon signs that a child is at risk of harm; (vi) take effective action whenever there is a serious concern about a child's welfare; and (vii) are familiar with, and act in accordance with, the home's child protection policies.	03/04/2017

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, 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 who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This 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 Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.

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