

Children's homes - interim inspection

Inspection date	18/01/2016
Unique reference number	SC362094
Type of inspection	Interim
Provision subtype	Children's home
Registered person	New Horizons (Child Care) Limited
Registered person 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	18/01/2016
Previous inspection judgement	Requires improvement
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 Requires improvement at the full inspection. At this interim inspection Ofsted judge that it has improved effectiveness. Since the last inspection there have been improvements within the leadership and management. The registered manager has met all of the requirements from the last inspection. She has rigorously reviewed the areas for development as highlighted from the last inspection and made effective changes. There has been a development in the way that staff promote education and encourage young people to attend school. Consequently, young people's attendance at school has improved. For those young people not in education, the staff engage them in structured education within the home. Staff and the registered manager make considerable attempts with placing authorities to find the most suitable educational placement for young people that will meet their needs and be successful. There are now incentive plans in place which staff put together with young people to encourage them to engage in education. There has been an improvement in engaging young people to identify what will be effective to help them get into school. This helps young people to have some control and input within their care planning. Improvements in the quality of individualised care provided to young people means that young people make progress. Some young people have worked with staff to put together their own behaviour management plans; identifying what they need from staff to help them manage their emotions in times of distress. This is a development since the last inspection. Staff now talk openly with young people about risk taking behaviours such as substance misuse. They help young people to manage their anger and to keep safe. Boundaries are much more consistent now within the home. A staff member said: 'One of the strengths of the home is that because we are a small team we provide consistency'. Since the last inspection one young person has left the home. This was a planned move. The staff and registered manager were tenacious at ensuring he had a planned and positive transition into a new semi-independent placement. A young person who recently left the home said in his feedback: 'Staff have been incredibly	

supportive when I am having a bad day. The staff have never given up on me, they remind me that there will be a light at the end of the tunnel’.

The planning of admitting young people to the home has greatly improved. One young person has moved into the home since the last inspection. The registered manager ensured that full information was sought prior to the young person’s arrival and that staff were able to meet his needs. A social worker said: ‘From the outset, staff were very supportive’. There has been an improvement in the matching of young people to one another. This has reduced the amount of incidents within the home and promoted their welfare. A young person who recently arrived at the home described the staff as ‘fantastic’.

Safeguarding of young people has improved. Young people are safe and feel safe. The staff and registered manager refer any safeguarding incidents to the relevant safeguarding professionals and Designated Officer. The registered manager works much more collaboratively with other professionals to manage young people’s risks, such as the local authority designated officer. Staff use de-escalation techniques to try to manage young people’s behaviours when they are distressed and physical interventions are a last resort. When they are used, staff do not always ensure that they seek young people’s views and feelings after a physical intervention.

There has been a reduction in missing incidents since the last inspection. When young people do leave the home without staff consent, staff follow them and talk to them about how they are feeling.

The development of partnership working means that young people receive the input from other professionals that they need. For example, staff now pass on any concerns regarding young people’s emotional well-being to Children and Adolescents Mental health Services (CAMHS) or their doctor. The registered manager liaises closely with other professionals involved in young people’s care planning, such as CAMHS and the youth offending service. This promotes young people’s well-being.

The registered manager is committed to improving the home. She has worked hard to meet the requirements from the last inspection. Significant improvements have been made to the maintenance and décor of the home. This has made it look and feel like a home. Developments in the monitoring of the quality of care and practice of staff means that young people are making much more progress. The registered manager continues to support staff through informal and formal supervisions. A member of staff said: ‘We can go the registered manager for anything. She will give us feedback about what we are doing and improvements that need to be made. She is supportive’.

Information about this children's home

This is a privately run children's home, registered to provide care for up to two young people. The home specialises in providing care for children and young people with emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/08/2015	CH - Full	Requires improvement
18/03/2015	CH - Interim	Sustained effectiveness

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

Recommendations

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

- Ensure that any child who has been restrained should be given the opportunity express their feelings about their experience of the restraint as soon as is practicable. Children should be encouraged to add their views and comments to the record of restraint (The Guide to the Quality Standards, Page 49, Paragraph 9.60)

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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