

Children's homes inspection - Full

Inspection date	26/11/2015
Unique reference number	SC363268
Type of inspection	Full
Provision subtype	Children's home
Registered manager	Laura Cave
Inspector	James Harmon

Inspection date	26/11/2015
Previous inspection judgement	sustained effectiveness
Enforcement action since last inspection	
This inspection	
The overall experiences and progress of children and young people living in the home are	Outstanding
The children's home provides highly effective services that consistently exceeds the standards of good. The actions of the home contribute to significantly improved outcomes for children and young people who need help, protection and care.	
how well children and young people are helped and protected	Outstanding
the impact and effectiveness of leaders and managers	Outstanding

SC363268

Summary of findings

The children's home provision is outstanding because:

- The planning for the young person is of exceptional quality.
- The young person continues to have an enjoyable experience while residing in the home.
- The needs of the young person are well understood by the staff and managed effectively. The staff have developed a nurturing and trusting relationship with the young person.
- The health needs of the young person are routinely met and the staff administer medication safely.
- The young person is making good progress in education with very good attendance.
- Views of the young person are included in their day-to-day planning, he understands his rights and what is expected of him.
- The young person continues to be kept safe and all risks associated with the young person are assessed accordingly resulting in minimum safeguarding incidents.
- The young person does not go missing.
- All allegations against the staff are treated as serious and reported to the local authority designated officer.
- The staff are excellent at managing the historical and complex behaviours of the young person. Physical intervention is effectively used when needed to maintain the safety and well-being of the young person.
- The registered manager is experienced, consistent and has great insight into the young person and the functioning of the home.
- Quality relationships exist between the staff, professionals and parents that assist with the development of the young person.
- The staff are experienced, well trained and continue to develop their practice.
- There was only one recommendation as result of this inspection. All previous requirements and recommendations have been met.

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):

- Children's home staff should take reasonable precautions and make informed professional judgements based on the individual child's needs and developmental-stage about when to allow a child to take a particular risk or follow a particular course of action. Specifically, monitor carefully the suitability of any games or videos watched. (Guide to the Children's Homes Regulations including the quality standards, April 2015, page 42 paragraph 9.7)

Full report

Information about this children's home

This section should outline:

This is a privately run children's home which is one of several operated by this small company. It registered to accommodate a maximum of two young people who have complex emotional, behavioural and educational difficulties. If young people are not able to attend mainstream schooling, they can attend the company's specialist education unit. Young people can also access the organisation's therapeutic resources.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/03/2015	Interim	sustained effectiveness
08/07/2014	Full	Outstanding
20/01/2014	Interim	Good Progress

08/08/2013	Full	Outstanding
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Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	outstanding
The experience of the young person living in the home is exceptional. He is starting to benefit from the creative and well thought out planning that has been developed by the staff on his behalf. The management, with the direct input of the staff team, made the decision that will provide the young person with the best opportunity to progress emotionally and behaviourally. A young person residing on their own in a children's home could be socially isolating. The placing social worker fully supports the plan and spoke positively about its potential impact on the young person. 'The decision for the young person to be the only one in placement was a finely balanced one and much thought was given to social isolation. The benefits to him exceed any concerns and that the care provides him with the emotional support and containment he needs.' The young person has nurturing relationships with the staff team that have a great insight into his personality and characteristics. He is able to confidently seek emotional warmth from the staff team when needed. He listens to them when they need to offer guidance and boundaries whilst learning to understand certain behaviours are not appropriate. The staff continue to engage in conversations with the young person to ensure that his views are always obtained and incorporated into his daily routine. They role model appropriate relationships for the young person, in a supportive family environment. Health needs are met in accordance with the health plan for the young person and he has experienced improved health. He looks very healthy in appearance and maintains his hygiene well. In addition, the staff pay special attention to any medication that is prescribed for him. Substantial effort is made to ensure that the staff understand the purpose of the medication, how to administer and monitor its impact on the young person. The young person continues to make strides in his educational progress. He attends the educational provision attached to the school and is reported as making reasonable progress while attending close to 100 percent of the time. The staff support the young person by assisting with homework and having daily communication with the school promoting consistency in his care. Young people successfully transition from the home. The staff were able to	

evidence the high quality of planning and the positive experience of a young person that transitioned to another home within the organisation. The young person was greatly supported and three members of staff identified to have the best relationship with him transferred to work in the home. This allowed the young person to settle quickly.

Community activities play an important part in the development of peer relations for the young person. He is able to participate in activities that he personally selects with the support of the staff, whilst undertaking age-appropriate risks. The staff continuously encourage him to attend and monitor his progress that has resulted in improved confidence.

The young person continues to enjoy contact with his family and significant others. He is able to maintain relationships that helps contribute toward his identity as the staff support and monitor the arrangements to ensure they are in his best interest

A discussion was held with the manager over the appropriateness of the young person playing a video game on Xbox that contained periods of excessive profanity and aggressive behaviour. The games falls within his age group and was considered another opportunity for him to undertake an age-appropriate risk. Upon further review when considering the behavioural difficulties of the young person and the potential impact of the game on his behaviour that can be easily influenced, a risk assessment should be on file. The young person was observed to mimic the profanity and actions of the game that could lead to an incident of negative behaviour. This one concern did not affect the overall inspection.

	Judgement grade
How well children and young people are helped and protected	outstanding
The young person says he feels extremely safe. He is considered low risk in some of the key safeguarding issues associated with residing in a children's home. He does not go missing nor is he at significant risk of child sexual exploitation, radicalisation or gangs. The challenging behaviour of the young person continues to be the most prevalent safeguarding risk present in the home. The ability of the staff to fully understand and effectively manage his complex behaviours has led to him being kept safe daily. The staff utilise their trusting and positive relationship with the young person to implement strategies that allow him to learn the importance of appropriate guidance and boundaries.	

An effective policy is in place that guides staff practice when addressing all negative behaviours of the young person. His behaviours are incorporated into a detailed behaviour management plan. Physical interventions are only undertaken with the intention to protect the young person from harm; they are always documented with the young person's views and reviewed by the safeguarding officer. This practice ensures the safety and well-being of the young person while offering him some insight into his behaviour and the monitoring of staff practice.

There was one incident of safeguarding reported to the local authority designated officer. A young person that previously left the home alleged that during a physical intervention a member of the staff intentionally attempted to harm him. A thorough investigation was undertaken internally and externally resulting in no further action being taken and the staff member being cleared to return to work.

There are links with the local police and there is seldom a need to contact them due to the lack of serious incidents that have occurred in the home. The one incident of safeguarding evidenced that the staff are supportive of young people whilst cooperating with professionals when addressing matters of safeguarding.

	Judgement grade
The impact and effectiveness of leaders and managers	outstanding
One of the main reason the home was judged as outstanding is down to the efforts of the registered manager. The manager has been in post consistently and is committed to the service, specifically the young people that use it. She is organised and actively involved in the care of the young person. It is her ability to pay attention to detail that has allowed creative planning to take place for him. The staff believe that a positive attribute of the manager is that she encourages routine discussion about the young person and welcomes staff opinions. One staff member said, 'she is such an easy going person that is so approachable and values everyone's input.' The staff team are committed to the young person having been together the entire time the young person has been in placement. He benefits from the staff continuously developing their skills, staying up to date on all training pertaining to working in a children's home. They attend team meetings, receive consistent supervision that provides overview of their practice, and are offered opportunities that allow them to undertake more responsibility while learning to manage a staff	

team.

Monitoring of the home continues to be extensive. The independent visitor continues to go over the details of the practice with the home with allowing for an outside appraisal of the care the young person receives. The quarterly reports of the manager examine these reports and offers a further opportunity to review the service over a specific time. All reports associated with the home are provided to Ofsted in a timely manner that assist in the yearly inspections of the home.

The home is maintained to a very high standard. The single occupancy resident has allowed for some improvements with minimum disruption to the young person. The majority of the home has been freshly painted along with new carpets in certain areas. The young person's room is individualised, his photos are on display throughout and he is proud of how the home is maintained. The young person showed his appreciation by writing a letter thanking a member of the maintenance team for painting the home.

The service continues to provide and conduct itself in line with its statement of purpose. The services and care available for the young person and potential residents is detailed, outlining what the expectations are for the young person and the service. The statement of purpose continues to be updated and currently reflecting the new regulations.

All previous requirements and recommendations have been met. There was only one recommendation from this inspection.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

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 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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