

Children's homes inspection - Full

Inspection date	22/09/2015
Unique reference number	SC366343
Type of inspection	Full
Provision subtype	Children's home
Registered person	Maple Leaf Care Limited
Registered person address	16a Regent Road, Altrincham, Cheshire, WA14 1RP

Responsible individual	Morgiana Nazerali
Registered manager	Ms Nicola Higham
	Mrs Susan Murfitt
Inspector	Mr Anthony Kyem

Inspection date	22/09/2015
Previous inspection judgement	Outstanding
Enforcement action since last inspection	None
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

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Summary of findings

The children's home provision is outstanding because:

- Staff are highly skilled, very well-trained and suitably qualified. Young people have positive role models to look up to and learn from.
- Young people enjoy exceptionally good relationships with staff. They benefit from continuity of care and have consistency and stability in their lives.
- The home has a proven track record in delivering a high quality service for young people. Staff are consistent in their approach and they strive to achieve the best outcomes possible for young people.
- Young people benefit from effective, high quality support from enthusiastic, committed, competent and dedicated staff.
- The home provides young people with a safe, caring, nurturing and highly supportive environment. Young people make exceptional progress in relation to their individual starting points.
- Young people benefit from effective support, help and protection. They become increasing safer because of the actions staff take to support and protect them. Care planning and practice is highly personalised to the needs of individual young people.
- Leaders and managers are consistently ambitious and energetic for continuing improvement. They lead example and effectively prioritise the needs of young people.

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 with the given timescales.

Requirement	Due date
None	

Recommendations

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

None.

Full report

Information about this children's home

This section should outline:

- The home is registered to provide care and accommodation for up to 4 young people who may have emotional and/or behavioural difficulties.
- The home is privately owned and managed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/01/2015	CH - Interim	sustained effectiveness
26/09/2014	CH - Full	Outstanding
05/03/2014	CH - Interim	Good Progress
17/12/2013	CH - Full	Outstanding

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	outstanding
Young people benefit from exceptionally well-planned, highly individualised care that promotes their needs effectively. Care planning and practice is tailored specifically to address the needs of individual young people. The progress made is exceptional, taking into account their individual starting points. There is evidence of positive change and improvement for young people. Young people enjoy exceptionally good relationships with staff. They benefit from continuity of care so they have stability and consistency in their lives. Relationships between staff and young people are based on trust and mutual respect. They underpin the progress young people make and are instrumental to their growth and sustained improvement. Young people enjoy living at the home where they develop a strong sense of permanence and belonging. Social workers report, 'The staff are extremely warm and caring towards the children. They have their best interests at heart and go that extra mile. They are extremely competent.' Staff have an exceptionally good understanding of the needs of young people. They maintain effective partnerships with other professional agencies, to ensure they receive the help and support they need. Consequently, young people benefit from effective support that maximises the progress they make and the outcomes they achieve. Young people's needs are prioritised effectively. Social workers report, 'She has seen the social worker, youth offending team, exit team, looked after children's nurse and branching out (drugs team) within the last week, which I feel is a great achievement.' Young people report, 'It's good here I like it. All the staff are nice. It's a nice house and the other young people that live here are all alright. I'd give it outstanding because of everything.' Young people have their rights and entitlements promoted effectively. They have access to professional advocates to raise any complaints and make representations of their behalf. They know how make a complaint and know who they can turn to for support. Their views, wishes and feelings are central to all aspects of how the home operates and develops its practice. Staff ensure young people can influence their care and can contribute to the running of the home.	

Young people report, 'It's alright. Sometimes it can kick off. I don't like people coming in that are idiots...My key workers nice but she has OCD. She's obsessed with cleaning. We actually have quite a good relationship. She's nice...I get on quite well with all the staff. It's actually a good home we have lots of rewards here. It's homely and they try to adapt to your needs and are flexible with you.'

Staff build effective partnerships with families. They facilitate contact so young people can sustain their close relationships with the people who are most important to them. The home has a good track record of supporting and enabling young people to return home to live with their own families, wherever possible. Consequently, the home improves outcomes for the families of young people.

A social worker reports, 'The manager, Sue, has experience of family support and has devised her own support plan to mediate the relationship between (the young person) and her mother.'

There are clear expectations for young people to attend school or alternative educational provision. Staff work closely with educational providers to promote their attendance. They are encouraged to attend school regularly and they receive praise, incentives and rewards for their educational achievements.

Staff have consistently high aspirations for young people. They attend parent's evenings, provide support with homework and liaise effectively with their schools to support young people. Young people have access to a study area within the home with good facilities to support their learning, such as, personal computers and access to books and the internet.

Young people benefit from positive activities both at home and in the wider community. They enjoy going to the cinema, doing arts and crafts, bike riding, sea cadets, pamper nights and holidays with staff. They develop social skills, friendships and self-confidence. Staff encourage young people to have their own interests and hobbies.

Young people are registered with doctors, dentists and opticians and have access to these services when they need them. Staff maintain effective partnerships with health professionals to promote young people's physical, emotional and psychological well-being. Staff use their skills, training and experience to good effect by helping young people understand the dangers of going missing, drug use and self-harm. The frequency and intensity of such risk taking behaviour has significantly reduced, overtime.

	Judgement grade
How well children and young people are helped and protected	outstanding
Staff consistently place the safety of young people at the centre of their practice. They have an excellent understanding of their needs and vulnerabilities and take appropriate action, to address them. They anticipate issues and take preventative steps to minimise the risk of them suffering actual harm. The use of clear risk assessment and pro-active safe working practice contribute the safety of young people. Social workers report, 'The home is friendly and staff are approachable. She reports to like living there, generally unless she is upset about boundaries in place. She likes staff and her key worker Andrea. She states that she feels safe.' Staff identify the triggers for challenging behaviour. They are trained and skilled in de-escalation so they know how to diffuse and manage young people's behaviour. The use of restraint is exceptionally rare and it is only ever used to protect young people from harm. There have been no restraints since the previous inspection. Consequences for unacceptable behaviour are clear, fair and proportionate. A restorative approach is used with young people to help them reflect on the implications and consequences of their behaviour. Social workers report, 'Staff are fair and consistent with consequences. They do not back down when enforcing boundaries even if this may cause them repercussions.' Staff are trained in child protection so they know how to protect young people from abuse and all other forms of significant harm. They maintain highly effective partnerships with the police, social workers and other safeguarding agencies. Significant incidents are reported to those services charged with a duty to protect young people. As a result, young people are effectively safeguarded and protected. Staff employed are selected and vetted carefully to protect young people from unsuitable people. Social workers report, 'The carers ensure that all appropriate information regarding the young person is relayed immediately to the allocated social worker. They pass on appropriate concerns immediately.' Staff actively look for young people if they are missing. They follow agreed protocols and procedures if young people are missing, to promote their safe return. They educate young people about the dangers of going missing and teach them how to keep themselves safe from harm. The frequency with which young people go missing has reduced, considerably. Independent return home interviews and multi-agency strategy meetings are used to inform practice. Risk assessments and action plans are regularly reviewed to reduce the risk of young people going	

missing and suffering actual harm.

The accommodation provided for young people is physically safe and appropriately secure. The home is maintained to high standards and provides young people with a warm, safe, homely and comfortable environment. Health and safety matters are addressed effectively to promote a safe environment for young people.

	Judgement grade
The impact and effectiveness of leaders and managers	outstanding
Young people benefit from a home that is managed efficiently and very effectively. The home employs a well-qualified, trained, skilled and highly experienced Registered Manager and deputy. Leadership and management arrangements are strong and effective. The home is consistently managed in way that improves outcomes for young people. They deliver a high quality service for young people that meets the aims and objectives of its Statement of Purpose, comprehensively. There were no requirements or recommendations from the previous inspection. Social workers report, 'I have placed several children and young people at Moorside over the years. They are extremely caring and excellent advocates. Moorside has a great family feel to it and this reflects in the care provided.' Leaders and managers effectively prioritise the needs of young people. They ensure the home is effectively staffed and is suitably resourced. The home employs sufficient numbers of well qualified, competent and well trained staff, to deliver effective support for the young people. Staff benefit from professional supervision, appraisal and high quality training to develop their skills and practice. The home is supportive of their professional development, for example, some staff are currently completing a management qualification to promote their progression. Consequently, the training needs of staff are effectively identified and met. Staff report, 'I was given excellent induction and training...Supervision is excellent both formal and informal. I always feel well supported. Management will always listen to any ideas put forward.' Leaders and managers inspire staff and lead them by example. They stimulate staff's enthusiasm and channel their efforts effectively. Leaders and managers are consistently ambitious and energetic for continuing improvement. They make positive use of the home's rigorous monitoring activities to promote and improve	

outcomes for young people.

Leaders and managers have an exceptionally good understanding of the home's strengths and weaknesses and take action to secure the home's improvement. They monitor the progress young people make in relation to their plans and maintain highly effective partnerships with other professional agencies. This ensures multi-agency practice and partnerships sustain young people's progress and contributes to their safety and well-being. They escalate concerns and challenge other services who fail to deliver the services the young people need, to progress. They advocate on behalf of young people and champion their needs effectively.

There are no breaches in regulation. Consequently, there are no requirements or recommendations made, as a result of 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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