

Inspection report for children's home

Unique reference number	SC368137
Inspector	Guy Mammatt
Type of inspection	Full
Provision subtype	Children's home

Registered person	Phoenix Child Care Limited
Registered person address	First Floor, Rolle Quay House Rolle Quay BARNSTAPLE Devon EX31 1JE
Responsible individual	Keith George Burley
Registered manager	Annette Reed
Date of last inspection	09/01/2014

Inspection date	03/12/2014
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Previous inspection	good progress
Enforcement action since last inspection	There has been no enforcement action since the previous inspection.

This inspection	
Overall effectiveness	good
Outcomes for children and young people	good
Quality of care	good
Keeping children and young people safe	good
Leadership and management	adequate

Overall effectiveness

Judgement outcome	good
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Outcomes for young people are positive. They have benefitted from having a permanent home and feeling that they belong somewhere. Young people have a good relationship with the staff. This has helped them accomplish good outcomes in their education, health and social skills. They have also developed some emotional stability which has given them the opportunity to make progress in all aspects of their life.

Staff provide a good quality of care and respond to the needs of the young people well. Staff provide safe care that decreases the anxiety of the young people and reduces their need for outbursts. Young people respond well to behaviour management schemes used by the staff. They frequently receive rewards for accomplishing their weekly targets and take part in many leisure activities that they very much enjoy. Young people are gifted in craft and design; they have discovered a talent and are saving the money that they make from their enterprise.

Recommendations are made to ensure that all the staff have the necessary training to support the young people, and that a structured independence training plan is put in place. Neither of these shortfalls has had a detrimental impact on the outcomes for young people, but are necessary to ensure that they are supported to achieve

their full potential. The manager has identified these shortfalls as part of their monitoring. The manager has a good measure of where improvements can be made in the service provided by the home.

Full report

Information about this children's home

The home provides care and accommodation for up to two young people of either gender. The home is operated by a private provider.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/01/2014	Interim	good progress
28/05/2013	Full	good
24/10/2012	Interim	good progress
01/05/2012	Full	adequate

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

Recommendations

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

- ensure that children receive care which helps for them to prepare for and supports them into adulthood (NMS 12)
- ensure that staff receive high quality training to enhance their individual skills; with particular reference to ensuring that all staff have training in supporting children with autism and understanding inappropriate sexualised behaviours. (NMS 18)

Inspection judgements

Outcomes for children and young people **good**

Young people have good outcomes since moving into the home. Previously they had experienced significant emotional instability and displacement for a long time. Young people enjoy living at the home; they have made some good relationships with the staff and feel settled there. This has given them the opportunity to make good progress in many areas of their life.

Young people have excellent education attendance and take part in a broad curriculum which suits their needs and interests. They learn the necessary core subjects and enjoy outdoor sports like cycling and football. Young people show a talent for craft and design. They make and sell seasonal gifts using driftwood which they have collected from the beach. Young people are developing their social enterprise skills as well as furthering their creative talents.

Young people have improved their communication with staff. This has improved their ability to manage their own frustrations and anxieties. They are much more settled than when they first moved into the home, this has led to a decrease in violent outbursts and an ability to calm down quicker.

Young people enjoy good health. They have a good appetite and enjoy a rounded healthy diet. They cooperate with the staff about the amount of fizzy drinks and sweets that they have. This is important for their health and behavioural needs.

Young people learn many new social skills as a result of the support and encouragement from the staff. Including learning to try new foods, helping with jobs around the home, preparing some meals of their own, saving money, growing in confidence and using good manners. Young people also have increased their awareness of road safety and how to act appropriately when out in public. As a result young people have made significant improvements in their personal development since living at the home.

Quality of care **good**

Staff provide good nurturing care that supports the young people's progress. They successfully address challenges to educational achievement. This helps the young people work through periods of refusing to attend education. Staff work closely with the teachers and together they empower the young people to make their own choice to attend school.

The manager provides well planned transitions into the home. Young people benefit from visits to the home prior to moving in. Their needs are correctly identified at the

beginning of their placement. This gives the staff the opportunity to provide the stability and permanency that the young people require.

The health needs of the young people well supported by the staff. Young people are registered with the Children and Adolescent Mental Health Services (CAMHS) by their local authority and a psychotherapist is available. The young people's involvement with CAMHS is infrequent and recently has only been for medication reviews, whereas their discussions with the company psychotherapist has helped them understand some of their own behaviours and needs.

Staff use individual support sessions with the young people to discuss important matters for them. Staff also use these sessions to follow up recent significant events that the young people require more support with, for example incidents at school. This helps the young people understand the expectations of them and ensures that they feel supported.

Young people enjoy positive relationships with the staff. The make-up of the team is balanced to reflect the needs of the young people. Staff are familiar with the aims of the care plan for the young people, however there is inconsistency as to how independence work is completed. This is because there is no formal independence training programme in place.

The manager ensures that the home is well-maintained throughout. Young people feel at home there and enjoy playing the games that are available. Staff help the young people access a good range of activities within the local community. Young people have tried a football club and a youth club, as well as many leisure parks which they thoroughly enjoy. This promotes their social skills and their physical health.

Keeping children and young people safe good

The safeguarding of young people at the home is good. Staff are effective in helping young people manage their behaviour and achieve success in their life.

The manager has overhauled the use of sanctions as they were repetitive and ineffective. The team now use weekly incentives and a bonus scheme with great effect. Young people are involved in choosing their rewards as this helps them engage with the goal. They frequently achieve them in recognition of their success.

The use of restraint is minimal and has been followed up in discussion with the young people. This ensures that they are okay and understand why it was necessary to use the measure. Staff implement detailed behaviour management plans that reduce the need for physical intervention. Staff understand that they need to manage the young people's emotional needs and provide clear instructions in order to prevent negative behaviour from escalating. Staff also use physical touch appropriately; like a

high five or a clapping game, to de-escalate situations. As a result young people are cared for in a safe and positive environment.

There are no recorded incidents of young people going missing from the home. Staff are aware of the factors that may trigger the young people wanting to leave the home and take effective action to ensure that they are kept safe at all times.

The manager has referred allegations of suspicion of harm to the local area designated officer (LADO) and conducts investigations promptly. This ensures that young people are protected and their welfare is promoted.

The manager has gone back through the recruitment checks for existing staff to ensure that the information is complete and verified. This ensures that the manager is responsible for only having individuals working at the home who are assessed as suitable to work with children.

The manager ensures that all of the necessary health and safety and environmental checks are in place and carried out the required intervals. As a result the premises are sound and has been risk assessed for its suitability to operate as a children's home in the local area.

Leadership and management

adequate

The manager has not ensured that all staff have appropriate training to meet the needs of the young people. In particular some staff have not completed autism awareness training and most staff do not have training to support young people who may exhibit inappropriate sexualised behaviours. Therefore not all staff are equipped to meet the needs of the young people.

The Registered Manager has been in post since August 2012. The manager has the necessary skills and experience for the role. The manager is aware of the weakness of the service and has taken action to address them. For example, the team have recently discussed the need to improve the independence skills programme for the young people.

The manager has a development plan in place; it includes some aspects that are individual to the home. Such as; promoting community opportunities for the young people and the training needs of staff. However, in places it is repetitive of what is already stated in the home's policies or Statement of Purpose.

The manager has a current handbook for young people when they first move into the home. This helps the young people know what the home provides for them. The manager also has a clear and accessible Statement of Purpose for all professional stakeholders to access information about the service provided.

The manager works well with other professionals involved in the running of the home

and in the community. An education professional praises the staff and reports that young people have responded very well to living there.

Staff receive regular professional supervision of good quality which supports them in their role. The manager ensures that the appropriate authorities are notified about significant events for the protection of children. Robust systems are in place to ensure that monitoring by the independent visitor takes place within the required timescale, as well as the manager completing a quarterly monitoring report for HMCI. The manager uses both of the monitoring systems to ensure that the care provided by the staff delivers positive outcomes for the young people. Overall young people have a positive experience living at the home.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

Information about this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.