

Children's homes - interim inspection

Inspection date	03/01/2017
Unique reference number	SC368137
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Phoenix Child Care Limited
Registered provider address	First Floor, Rolle Quay House, Rolle Quay, BARNSTAPLE, Devon, EX31 1JE

Responsible individual	Mark Parker
Registered manager	Annette Reed
Inspector	Linda Bond

Inspection date	03/01/2017
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 judge that it has improved effectiveness. At the previous inspection in July 2016 the children's home was judged as good. Since then the young person has continued to remain settled and make progress. Consequently the staff have achieved positive outcomes for the young person. At the last inspection one requirement was made in respect of the recording of behaviours. The acting manager was swift to address this requirement through supervision and training and the requirement is met. Two recommendations were made. These were in relation to the children's guide being made available in a format understandable to the young person living in the home, and the safe disposal of unused medication. Both recommendations are met. In particular, the staff have consulted and worked with the young person to produce a guide that enables him to fully understand the services available where he lives. Since the last inspection the registered manager has returned to work following maternity leave. During her absence the home was managed well by an acting manager. A phased return and detailed handover by the two managers resulted in the continued smooth operation of the home. Further to this it is testament to the staff's knowledge of the young person that the impact of change during this period was kept to a minimum. The changes to the management structure are very recent and as a result the home's statement of purpose requires updating. A requirement is therefore made for this document to be reviewed and submitted to Ofsted. The young person has lived in the home for a number of years. He has benefitted from a stable and consistent staff team that are passionate about improving his life. However, a small number of staff have moved on and been replaced since the previous inspection. Again, because the staff know the young person very well they have been able to support him with these changes. Clear detailed behaviour	

management plans, regular house meetings and key worker sessions have supported the young person to continue to make progress in all areas.

The young person's attendance at school is 100% and school reports indicate improved behaviours. The staff passionately advocate on behalf of the young person and work to ensure there are no barriers to learning. However, it was noted that while the staff are committed to supporting the young person, the young person does not have an independent advocate. A recommendation is made to ensure the manager identifies an advocate to ensure the young person's views and wishes are captured independently. Clear and detailed education plans are in place to introduce the young person to the schools 16+ provision and staff continue to support him during this phased move.

Staff recognise the importance of young people developing the skills they will need when they are living on their own. The local authority care plan contains a list of what needs to happen to prepare the young person for independence. However, the pathway plan provides the staff with minimal information and direction. A recommendation is made to ensure the staff work more closely with the local authority to produce a more useable and detailed transition plan.

The young person enjoys a varied and active social life. For example swimming, squash, cycling and walking. The staff recognise the importance of young people learning to make friends and spending time safely in the company of their peers. As a result of a creative and enthusiastic approach by the staff team the young person has formed a number of positive friendships. This means he is able to play, interact and socialise with young people of his own age outside of school. The young person is learning to become independent with the guidance of staff. Considered, detailed risk assessments underpin all decisions made by the staff team. In addition to a very busy social life, holidays and weekends away all include outdoor learning opportunities for example white water rafting, jet skiing and swimming.

The young person continues to be healthy. Healthy eating and an active lifestyle remain central to the planning of care for the young person. Since the previous inspection the young person has had dental work which required a general anaesthetic. A sympathetic and compassionate approach with good planning enabled this treatment to take place with minimal upset and distress to the young person.

The registered manager is dedicated, and driven to continually improving the outcomes of the young person. She understands the importance of working together with the local authority and other professionals. Effective monitoring of the home includes regular visits by an independent visitor, consultation with the young person and feedback from professionals. This means that the home's development plan remains up to date and practice continues to improve.

A number of shortfalls were identified during the course of the inspection. However, none of these impact on the well-being and safety of the young person.

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
20/04/2016	Full	Good
12/08/2015	Full	Requires improvement
06/03/2015	Interim	Sustained effectiveness
03/12/2014	Full	Good

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
16: Statement of purpose The registered person must keep the statement of purpose under review and, where appropriate, revise it; and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision (Regulation 16 (3)(a)(b))	04/02/2017

Recommendations

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

- All children must have access to appropriate advocacy support, and where possible this should be provided by a person that the child chooses. Looked-after children are entitled to an independent advocate to advise them and ensure they have the support needed to express their views, wishes and feelings about their care and lives (Guide to the children's homes regulations including the quality standards, page 23, paragraph 4.16)
- As the home will have a day to day understanding of young people's capabilities and needs, children's homes staff will have a valuable contribution to make to the pathway planning process. They should actively seek to make the fullest contribution, working with other relevant persons. In particular, ensure the pathway plan is clear and identifies actions and responsibilities. (Guide to the children's homes regulations including the quality standards, page 17, paragraph 3.28)

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*.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *raising concerns and making complaints about Ofsted*, which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2017