

Children's homes inspection - Full

Inspection date	20 April 2016
Unique reference number	SC368137
Type of inspection	Full
Provision subtype	Children's home
Registered manager	Annette Reed
Inspector	Linda Bond

Inspection date	20 April 2016
Previous inspection judgement	Requires improvement
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
How well children and young people are helped and protected	Good
The impact and effectiveness of leaders and managers	Good

SC368137

Summary of findings

The children's home provision is good because:

- The acting manager has a strong presence in the home, and by having a well-established and skilled staff team he is able to dedicate time to the running of the home. This means the manager can address any shortfalls identified and focus on the continued improvement of the home.
- The acting manager and staff team have developed a good understanding of the young person's abilities and learning styles. This means they are able to communicate effectively which promotes trust and choice.
- The young person has benefitted greatly from being cared for by a nurturing staff team who ensure he has opportunities to enjoy positive experiences; including regular activities and going on holidays.
- The acting manager ensures everyone has a say in the running of the home. The young person joins in meetings and discussions about the development of his home.
- The young person has been supported to address anxieties and worries that impact on his behaviour. This has resulted in an improvement in the young person's responses to change, and their confidence.

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
35: Behaviour management policies and records The registered person must ensure that within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes the name of the child; details of the child's behaviour leading to the use of the measure; the date, time and location of the measure; a description of the measure and its duration; details of any methods used or steps taken to avoid the use of the measure; the name of the person who used the measure ("the user"), and of any other person present when the measure was used; the effectiveness and any consequences of the use of the measure; and a description of any injury to the child or any person, and any medical treatment administered, as a result of the measure. Within 48 hours of use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person") has signed the record to confirm it is accurate. (Regulation 35 (3)(a)(I)(ii)(iii)(iv)(v)(vi)(vii)(viii)(b)(ii))	31/05/2016

Recommendations

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

- The registered person must ensure that the children's guide is available to all children when their placement in the home is agreed and must be age appropriate, provided in an accessible format and explained to each child to make sure they understand it. (The Guide to the Children's Homes Regulations including the quality standards, page 24, paragraph 4.21)
- The registered person must ensure they safely dispose of any medication that is no longer in use. (The Guide to the Children's Homes Regulations including the quality standards page 35, paragraph 7.15)

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
12/08/2015	CH - Full	Requires improvement
06/03/2015	CH - Interim	Sustained effectiveness
03/12/2014	CH - Full	Good
09/01/2014	CH - Interim	Good progress

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
The young person has lived in the home for a number of years. During this period he has made good progress despite changes to the management structure and the loss of key staff members. The acting manager and core staff team provide individualised care that focusses on helping the young person manage change. By doing so the young person is learning to develop positive healthy attachments. The staff provide good care and ensure that the young person has access to a range of health services which helps him remain in good health. The acting manager works effectively within a multi-agency group, which provides an efficient network of help to the young person. The young person is a key figure within the group and will often attend meetings, which means he feels included and listened to. The young person attends school regularly and makes very good progress with his education. Well-kept records indicate he has friends at school, relates well to teaching staff and his achievements are celebrated. Further to this the staff support the young person to develop skills in readiness for future employment. For example the young person completes a weekly paper round and creates and sells craft items. The young person is routinely encouraged to share his views and make choices in his everyday life. This supports him to develop a sense of his own identity, for example choosing his own clothes, decorating his bedroom and planning holidays. Staff understand the young person's needs and the challenges he faces on a daily basis. They provide a warm and nurturing environment and as a result the young person feels cared for and valued. Feedback from family and professionals is positive, and records clearly evidence improved relationships between the young person and their family. The acting manager, staff team and the young person have worked together to improve his independence skills. His achievements are embraced and routinely celebrated, for example certificates are given to help the young person recognise how well he has done.	

	Judgement grade
How well children and young people are helped and protected	Good
The acting manager and staff team have a very good understanding of the young person's vulnerabilities and the challenges these pose. They support him to take age-appropriate risks, which mean he is able to experience new opportunities which builds his confidence and broadens his life experiences. For example swimming, cycling, and going shopping. The young person benefits from being supported by safely recruited, trained and qualified staff. Due to the high ratio of staffing there is a minimal risk of him going missing. However, the acting manager and staff team are fully aware of what they should do in any such event. The young person is cared for by a small staff team who provide consistent boundaries, routines and expectations. This means that he knows and understands how staff will respond to his behaviours. However, records kept within the home indicate that a recent change within the staffing structure impacted negatively on the young person's behaviours and emotional well-being. The senior management team were swift to recognise this. The immediate placement of an acting registered manager has led to recognisable and measurable improvements to the young person's stability. While the young person's behaviours have been challenging it has been rare that the staff use any form of physical restraint. Nonetheless, the recording of one physical restraint was inaccurate. The acting manager had, prior to the inspection, rectified this inaccuracy. A requirement is made to ensure all staff are fully briefed and refreshed on the recording of such events. The staff link effectively with a Child and Adolescent Mental Health Service (CAHMS) and social worker who know the young person and his background well. Together they discuss appropriate behaviour management responses, which have helped to reduce the young person's anxieties when coping with change. Life story work, memory walls and positive reinforcement methods are used very effectively. The young person has learnt to understand rules and reward systems and as a result he has developed in confidence, continues to remain settled and episodes of challenging behaviour have decreased. To maintain a safe environment regular health and safety checks are carried out by staff in the house. The young person has an individual emergency evacuation plan which identifies the support he may require in the event of an emergency. Medications are kept securely and audited well. However, it was noted within the course of the inspection that a prescribed medication that is no longer used remains in the home. A recommendation is therefore made that this is disposed of appropriately.	

	Judgement grade
The impact and effectiveness of leaders and managers	Good
The acting manager has been in the role since January 2016 and will continue to manage the home while the registered manager is on maternity leave. He is suitably qualified, experienced and trained. He has a good level of experience and provides the staff team with a consistent approach. Since his move to the home he has ensured the previous requirement has been addressed. As a result the young person living in the home has a sound knowledge of the emergency fire procedures. The acting manager and the senior management team are committed to providing an environment which prioritises and supports the young person's individual needs and are passionate about securing positive outcomes. They are all skilled at recognising the impact of change on the young person's progress. Since the change in the management structure they have been swift to secure a settled and calming environment. As a result the young person continues to thrive and feel secure. The staff report they are very well supported and professionally led by the acting manager. In particular they report how structures and responsibilities are 'now in place' and through the delegation of tasks they are all 'professionally developing'. In turn the young person benefits from a staff team that are continuing to update and develop their practice. The acting manager works closely with the professionals involved in the care of the young person. His communication is excellent and a placing social worker's line manager confirms as a local authority they have 'absolutely no concerns with the home and their practice'. The acting manager continually reviews and updates the Statement of Purpose, as required by regulations. The young person's guide to the home is helpful with appropriate advice and links. However, a recommendation is made to ensure the home produces the guide in a number of formats to ensure it is understandable to young people with different learning styles. There are a number of monitoring and reviewing tools used within the home. The acting manager utilises these and works collaboratively with the independent visitor to ensure that he can demonstrate the young person is making progress. In addition the acting manager keeps up to date a development plan that is personalised and individualised to the home and young person. He ensures that	

the young person remains central to all decision making and planning and as a result the young person is consulted and his contributions are valued.

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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