

Children's homes - interim inspection

Inspection date	06/12/2016
Unique reference number	SC368637
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Channels and Choices Kent LLP
Registered provider address	45 London Road, Dover, Kent CT17 0SG

Responsible individual	Martin Scholfield
Registered manager	Raymond Ashton
Inspector	Jan Hunnam

Inspection date	06/12/2016
Previous inspection judgement	Outstanding
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 outstanding at the full inspection. At this interim inspection Ofsted judges that it has sustained effectiveness. At the previous inspection in May 2015, one requirement was made relating to the independent person's monthly report. These reports now provide an opinion on the effectiveness of safeguarding young people and whether the conduct of the home promotes young people's well-being. Young people continue to benefit significantly from the staff team implementing a consistent, therapeutic approach to meet young people's needs. The registered manager is committed to providing high quality care and a calm, stable and safe environment in which young people with considerable attachment difficulties have opportunities to thrive. Staff develop meaningful, trusting relationships with young people and respond thoughtfully and sensitively to their complex needs. A team of psychologists and therapists, who undertake psychological and emotional needs assessments for young people, support staff in applying specific strategies to promote young people's progress. The success of this therapeutic approach is demonstrated by the positive outcomes achieved by the young people. Two young people have recently left the home. One has returned to their family home and another has moved to a foster placement. Young people make important improvements in their behaviour, social skills and ability to manage their emotions. Staff understand young people's needs, listen to them and provide appropriate boundaries and routines. There have been incidents involving young people being away from the home without permission. Staff are proactive in searching for them and following procedures to protect them when such an incident occurs. In general, young people are welcomed by staff when they return to the home but on one occasion staff gave a young person a sanction on their return. This is not in accordance with 'Statutory guidance on children who run away or go missing from home or care' which clearly states that when a young person returns, running away should not be viewed as behaviour that needs to be punished. Close supervision from staff combined with their comprehensive training ensures a robust approach to safeguarding. The welfare and well-being of young people is a priority. Appropriate referrals are made to external agencies when concerns arise.	

The home is in the process of being redecorated. It has a calm and relaxing atmosphere with high quality furnishings, providing young people with a modern and homely environment.

Careful planning by the registered manager ensures young people's experience is positive when arriving to live at the home and when they leave the home.

The registered manager is dedicated to maintaining high standards and improving the quality of care. He has recently qualified as an instructor for physical intervention. Staff and young people benefit from his close monitoring of incidents requiring physical intervention to ensure safe practice. His effective leadership ensures the therapeutic ethos is embedded in staff practice and consistently promotes young people's safety, welfare and development.

Information about this children's home

The home is registered to provide care and accommodation for up to three young people with emotional and/or behavioural difficulties. The home is operated by a private organisation. It offers therapeutic residential care.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/05/2016	Full	Outstanding
09/02/2016	Interim	Sustained effectiveness
19/10/2015	Full	Good
14/10/2014	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.

None

Recommendations

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

- The registered person should have regard to 'Statutory guidance on children who run away or go missing from care', specifically in relation to ensuring that when a child returns, running away should not be viewed as behaviour that needs to be punished. ('Guide to the children's homes regulations including the quality standards', page 45, paragraph 9.25)

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 2016