

SC369825

Registered provider: Stoke-on-Trent City Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home offers care and accommodation for up to two young people. The manager has been registered with Ofsted since March 2017.

Inspection dates: 3 to 4 July 2018

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 27 February 2018

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/02/2018	Interim	Sustained effectiveness
23/05/2017	Full	Good
01/03/2017	Interim	Sustained effectiveness
01/06/2016	Full	Requires improvement

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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 within the given timescales.

Requirement	Due date
The registered person must ensure that all employees undertake appropriate continuing professional development. (Regulation 33 (4)(a))	23/07/2018

Inspection judgements

Overall experiences and progress of children and young people: good

Staff have a very positive view of the young people who they look after. Despite the challenging behaviour that young people can present, the staff work hard to engage them. This support helps young people to feel confident about their relationships with staff and improves their progress. One social worker told the inspector, 'I have no concerns with the care that is afforded to [name].'

Staff ensure that young people have access to a range of health services to promote their physical and emotional well-being. Medical consents are in place and staff are clear about the health decisions and responsibilities that are delegated to them. The arrangements for the controlled storage and administration of young people's medication are safe and effective. Staff work closely with all health professionals and specialist services to promote young people's positive health.

Young people attend a variety of educational settings, according to their needs and abilities. Staff work positively and proactively with schools and colleges to promote young people's learning and educational achievement. Staff provide direct support to young people in their education setting when necessary.

Staff work closely with social workers to promote contact that is positive, safe and enjoyable for young people. Staff support these arrangements, both practically as well as providing emotional support to young people. These arrangements reflect any restrictions that may be in place to safeguard young people and they are understood and followed by staff.

How well children and young people are helped and protected: good

Young people are protected from harm and all staff are clear about their safeguarding responsibilities. Personalised risk assessments help to inform staff about the issues pertinent to each young person and ensure that staff are aware of and understand the most appropriate strategy to deal with them. Effective relationships with the local police and other agencies underpin a service that is committed to keeping young people safe.

Staff apply consistent boundaries and structure for each young person. Young people respond well to the care and support that they receive and, for some young people, there has been a significant reduction in incidents of going missing from the home. This is because young people are able to develop skills and take risks in a safe and nurturing environment. Frequent and relevant key-work sessions are held, which help to educate young people on the risks of going missing and other risky behaviours.

Staff are trained and skilled in de-escalation techniques that help to reduce the need for using physical intervention. When physical restraint is necessary, staff ensure that the young person understands the reason why it was used, and explore alternative strategies in dealing with similar feelings and behaviours in the future. One placing social worker told the inspector, 'Staff are aware of possible triggers for behaviours and respond to these in an informed way.'

Young people live in a home that is physically safe and secure. Regular environmental safety checks are undertaken, and staff and young people regularly practice evacuating the home in an emergency.

Young people are protected by thorough recruitment and selection procedures. This ensures that only the most suitable individuals are caring for young people.

The effectiveness of leaders and managers: good

The home has an appropriately qualified registered manager in place. The manager has been in post since March 2017 and holds a level 4 national vocational qualification in leadership, health and social care.

Staff are competent and have a good understanding of their responsibilities. All staff are qualified or working to gain a relevant qualification for their roles. Staff report that they feel well supported. They have regular, formal supervision sessions that enable them to discuss their own training and development needs as well as the care of young people.

Training records show that staff benefit from a diverse range of appropriate training to develop their knowledge, skills and professional practice. However, not all staff training is up to date. For example, some staff have not completed health and safety training. This means that some staff have gaps in their knowledge and skills around health and safety.

The home has effective links with several other organisations and professionals. The manager and staff maintain constructive relationships with teachers, police officers and young people's social workers. The manager and staff will challenge other professionals when necessary, to secure appropriate services for young people.

Collaborative working relationships help to promote young people's welfare. One placing social worker told the inspector, 'Staff communicate with myself and send me updates on a daily basis which include both positive achievements he has accomplished that day and they also alert me to issues in regard to challenging behaviours or emotional distresses that he may have suffered that day.'

The manager has responded positively to the requirements made at the last full inspection. Plans on the refurbishment of the home have been agreed and a date has been agreed for this work to commence.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC369825

Provision sub-type: Children's home

Registered provider address: City of Stoke-on-Trent, Civic Centre, Glebe Street,
Stoke-on-Trent, Staffordshire ST4 1HH

Responsible individual: Susan Hammersley

Registered manager: Darren Edwards

Inspector

Dave Carrigan: social care inspector

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