

Children's homes inspection - Full

Inspection date	17/11/2015
Unique reference number	SC376719
Type of inspection	Full
Provision subtype	Children's home
Registered manager	Claire Peate
Inspector	Mark Fitzgerald

Inspection date	17/11/2015
Previous inspection judgement	Sustained effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Outstanding
The children's home provides highly effective services that consistently exceeds the standards of good. The actions of the home contribute to significantly improved outcomes for children and young people who need help, protection and care.	
how well children and young people are helped and protected	Outstanding
the impact and effectiveness of leaders and managers	Outstanding

SC376719

Summary of findings

The children's home provision is outstanding because:

- Young people make excellent progress in several aspects of their lives.
- Leadership is provided by an experienced, competent and assertive manager, who is committed to excellence.
- The staff team has developed strong and trusting relationships with young people over a significant amount of time.
- There is a high quality of the care provided by a skilled and caring team of staff.
- Young people are protected from harm and have been helped to learn how they can keep themselves safe.
- The monitoring of the standard of care is a priority for managers.
- Good behaviour is encouraged and rewarded. Negative behaviour is managed firmly, consistently and fairly.
- Young people say they feel safe at the home, and they regard the provision as their home.

Full report

Information about this children's home

The home provides care and accommodation for up to two young people with emotional and behavioural difficulties. It is operated by a private company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2015	CH - Interim	Sustained effectiveness
09/12/2014	CH - Full	Good
26/03/2014	CH - Interim	Good progress
19/12/2013	CH - Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	outstanding
The progress made by young people at the home is impressive. Placements of several years duration have provided the stability and support that young people need. As they approach adulthood, they are well prepared for their transition. Young people are actively involved in shaping the nature of the care they receive. They contribute to the many opportunities offered to them to have their say on elements of day-to-day living, such as menu setting, activity choices and personalised decoration of their own living area. They express their opinions because they know staff are listening to them and act on what they have to say. Staff have a relaxed and easy interaction with young people. This is the result of years of consistent care and relationship building. Young people have come to trust staff members and have come to regard the home as their own. The extent to which young people are settled into a comfortable domestic routine, is a credit to the work of the staff team and the young people themselves. Adults provide care that helps young people to overcome the circumstances that led to them becoming looked-after. Colleagues in partner agencies recognise this. A head teacher commented about the staff, 'you have played a major role in helping (the young person) maintain his placement and make the progress that he has'. The home has a strong commitment to supporting the education of young people. The success of this approach has been demonstrated this year by the achievement of multiple GCSE awards. Engagement in education is part of the culture of the home, which recognises the importance of achievement for longer-term outcomes. Health needs are routinely met in accordance with individual needs. Dedicated therapeutic support is available in-house for young people, as part of a holistic package of support. The everyday care provided by staff in the home, complements this range of support. Young people have adapted to, and learned from, the imposition of consistent behavioural boundaries. They are able to self-regulate their behaviours more than ever before, as a result of the high expectations staff have communicated to them. In turn, young people present as more in control, more mature and more content. Young people are occupied and busy in activities they enjoy and that are constructive. Although a recent change of placement at the home could have been disruptive for the longest standing resident, it has been successful because of the staff teams' careful planning and preparation that preceded it. The change has had	

the intended positive impact and means that a new resident benefits from living in a settled home alongside caring and effective staff.

	Judgement grade
How well children and young people are helped and protected	outstanding
The risks for young people are well understood by the staff team, as a result of their thorough assessment and understanding of the young people they care for. The risks of going missing and of child sexual exploitation are always at the forefront of the staff team's thinking, even though the instances of these are minimal. Young people have grown older in a setting that has taught them to keep themselves safe. Young people no longer put themselves at risk, because they understand the negative outcomes associated with certain behaviours. As this understanding has developed, so has the extent to which staff allow for some age-appropriate risk-taking. This is reflected in young people taking responsibility for their own travel arrangements. Unsupervised contact with friends and family are another way in which the care of young people has become more light-touch. This has required staff members to carefully weigh the risks of certain situations. Staff members trust young people because young people have demonstrated that they act responsibly. The response by the staff team to allegations is robust. Issues are dealt with promptly as part of a partnership approach with other agencies. The home works effectively with these partners to ensure that young people are taken seriously and are ultimately well protected. Conflict in the home is minimal. Young people are reminded of the high standards of behaviour that are expected of them by staff members. These expectations, coupled with a measured and fair response to negative behaviours, have taught young people what is acceptable. Staff offer plenty of praise and encouragement for good behaviour and this approach is effective. Room searches have been carried out and have been successful in their aim to recover items belonging to others in the home. Managers' regular checks of utility supplies and safety systems within the home, maintain a safe environment for the young people.	

	Judgement grade
The impact and effectiveness of leaders and managers	outstanding
The registered manager is an experienced and highly effective leader. She manages two homes for the provider and has done so for over three years. The high quality of the care at this home comes from her clear oversight and effective management of the resources at her disposal. Her reviews of the quality of care are of a high standard and demonstrates an excellent understanding of the needs of the young people under her care. The evidence of improvements in the lives of young people is clearly identified by managers in the home. These improvements are recognised and celebrated to remind the staff team how far the young people have progressed. The quality of care provided is accurately reflected in the ethos and principles laid out in the home's statement of purpose. The home presents as a cosy, comfortable place to live. It feels homely and is decorated and maintained to give this impression. The staff team works well together. It is supported by the provision of regular supervision and appraisal. Regular training opportunities are available to staff members. The manager recognises the considerable toll that intensive residential work can have on staff. She has acted swiftly to make the necessary changes in the staff group. This has not had an adverse impact on the staff team, as the new staff are experienced in other homes within the provider organisation. The professionalism of the staff team is recognised and appreciated by partner agencies. An independent reviewing officer comments 'The reports that I receive and the verbal presentation with the respective looked after children reviews are comprehensive, informative and most importantly child focussed and friendly. Over the years that I have reviewed the care planning, there has been consistency and passion to maximise life opportunities for the young people that you and your team support'. The registered manager drives the support that has led to the achievements and progress of young people at the home. Her belief is that such success can come from 'doing the simple things very well' is borne out by the healthy development of the young people. She is assertive in advocating for young people when she believes that partner agencies could and should do more. There were no previous requirements or recommendations at the last inspection.	

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*.

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 2015