

Inspection report for children's home

Unique reference number	SC381339
Inspector	Jo Hornby
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Social Care Services (Clayton) Limited
Registered person address	31 Shaw Road STOCKPORT Cheshire SK4 4AG

Responsible individual	Stephen Marx Davitt
Registered manager	Samantha Prescott
Date of last inspection	11/06/2014

Inspection date	05/03/2015
Previous inspection	good
Enforcement action since last inspection	There has been no enforcement since the last inspection.

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

Young people thrive on the care they are afforded. Staff support young people to engage in education and the majority of young people have 100% attendance. Staff use incentives and reward schemes to encourage them to engage and achieve. For example, if young people attend throughout the week they can attend extra or special activities, such as takeaways, at the weekend. Staff have been creative in developing certificates for achievements and hold award days. One staff member said, 'the children love getting certificates and work towards this, it's been really successful and they feel proud of their achievement'. Consequently young people are working hard to demonstrate their full potential and are successful in achieving good grades in school.

The home is a large establishment and staff have worked hard to ensure it is comfortable and homely. Over the last twelve months a lot of damage has been caused to the interior of the home. Staff have worked with young people to help them take a pride in their home. One staff member said, 'the young people have taken a lot of ownership and this has also been an achievement for the team. It's given the young people a sense of pride. All young people have played a big part in choosing colours and paper for the home. Young people have been able to see that staff are investing in them by putting their home nice'. Young people have gained a sense of achievement and a pride in their environment and belongings.

One requirement following the last inspection has been suitably addressed. The number of young people missing from the home has been dramatically reduced. Staff continue to work in partnership with key agencies to ensure that young people are safeguarded. This has been successful and has resulted in no young people going missing from the home in the last two months.

The one recommendation made at the last inspection has been addressed. On

admission to the home staff explain the fire procedures and young people sign and date the form. The home has monthly unannounced evacuations, which ensures that young people have practiced what they should do in an emergency. As a result young people are safeguarded from potential harm.

Staff work together with key agencies to ensure that young people are safe. A Community Police Officer commented, 'Since these girls have taken over its vastly improved and missing from home has dramatically reduced, it's a fantastic turnaround with no missing from home within the last two months'. We keep in regular communication via email over little issues and this keeps continuity of Police Officers'. Staff and young people keep in contact by the use of emails through the home's Facebook account, which has assisted staff in locating young people. This account is only accessible to staff and young people at the home. One young person said, 'staff keep us safe and I feel safe here'.

Staff undertake an impact assessment for all new admissions of young people to the home. The Registered Manager contacts all key agencies involved with the young person in order to gain important information. This ensures that staff have a good knowledge of the young person and that their individual needs are met. The Registered Manager fully considers the needs of the young people living in the home prior to any new admissions, so that young people's progress is not compromised. Wherever possible young people visit the home prior to admission and have dinner and often stay overnight. Consequently young people are familiar with staff and young people and are prepared for the transition to the home. Staff are involved in fortnightly consultation meetings with CAMHS, which are very effective. This provides advice and guidance in relation to management strategies, which staff report has been positive. This ensures that young people's complex needs are monitored and reviewed and consequently young people's care is enriched.

Staff support young people to contribute to their care plans. The Registered Manager has developed child friendly files, which ensures that all staff are clear in respect of each young person's care. For example, young people give an account of how they are progressing, their likes and dislikes and detail their activity routines. Young people feel involved in their care planning and are able to give their own views and understand that their individual needs are central to their care.

Young people are supported to maintain relationships with significant people in their lives, in accordance with care and placement plans. Some young people have overnight stays with their families and staff supervise sessions where required. Staff have completed relevant training in relation to supporting and supervising contact sessions, and are clear with regards to their role. This means that young people are safeguarded and receive appropriate support to maintain consistent contact with their families.

Young people are encouraged and supported by staff to make a positive contribution

to the home and community. For example young people assist in food shopping, baking and making tea for the other young people. One young person has recently taught another young person to cook an omelette. Therefore, young people learn and develop skills for the transition to independence. Young people are inspired by staff to be part of the food bank project, and have been active in donating boxes of food and to engage in charity events; donating small amounts of money to the British Heart foundation. This results in young people being part of the community and gives them a sense of accomplishment by helping others who are in need.

Since the last inspection the Registered Manager has made improvements to the complaints procedure. A separate form has been developed in relation to complaints and allegations, which has proved effective. Details of the complaint, the action taken and the outcome is recorded. The Registered Manager writes to the young person with details of what has been done, how issues can be improved and the contact numbers for key people if the young person is not satisfied with the outcome. Consequently, young people are involved in the procedure and are aware that their complaints are being taken seriously and that their voices are being heard. One young person commented, 'staff listen and do something if there is anything you don't like'.

The Registered Manager has successfully completed the level 5 Diploma. She provides strong leadership to a stable staff team and constantly strives to enhance the lives of young people. The Registered Manager motivates her staff to ensure that the young people in their care are supported and encouraged to reach their potential. The Registered Manager is in the process of developing the home in line with the new framework and has been successful in developing a warm and homely environment for the young people.

Information about this children's home

The home provides care and accommodation for up to six young people of either gender, with emotional and/or behavioural difficulties. This home is operated by a private organisation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/06/2014	Full	good
28/01/2014	Interim	good progress
25/04/2013	Full	good
14/02/2013	Interim	inadequate progress

What inspection judgements mean

At the interim inspections 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

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.