

Children's homes inspection – Full

Inspection date	21/11/2016
Unique reference number	SC386430
Type of inspection	Full
Provision subtype	Children's home
Registered provider	Plus One (South West) Ltd
Registered provider address	The Mount, 21 High Street, Wellington, Somerset TA21 8QT

Responsible individual	Lou El Gilany
Registered manager	Amy Davey
Inspector	David Kidner

Inspection date	21/11/2016
Previous inspection judgement	Improved effectiveness
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

SC386430

Summary of findings

The children's home's provision is good because:

- The home is managed effectively by an experienced and qualified registered manager. The staff team places young people at the centre of their practice.
- Staff ensure that young people receive individualised care and support. Young people benefit from regular one-to-one sessions with staff that enables them to express their views and opinions, as well as being provided with support and guidance.
- Young people's safety and well-being is promoted well. In particular, when young people go missing, and may be at risk of child sexual exploitation, the registered manager ensures that all appropriate agencies are informed, and that risk assessments are reviewed to reflect the level of risk, and to identify strategies to reduce the risk.
- Staff support the health and well-being of young people effectively, and ensure that their sexual health is promoted.
- Young people's hobbies and interests are fully supported and young people are excelling in their interests and ambitions. Their independence skills are developing as young people undertake household chores, including cooking, shopping, laundry and general budgeting tasks.
- Young people develop positive relationships with staff. They said that they enjoy living at the home, feel listened to, safe and encouraged to pursue their ambitions and interests. They are well supported to maintain contact with their families and friends.
- The home provides a safe environment and is homely, decorated to a high standard and well maintained.
- Recommendations made for improvement include identifying the priorities for improving the quality of care, promoting young people's education further, matters relating to imposing sanctions, and reviewing the format of risk assessments.

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 within the given timescales.

Requirement	Due date
13. The leadership and management standard In order to meet the leadership and management standard, the registered person must: (2)(f) understand the impact that the quality of care provided in the home is having on the progress and experiences of each child and use this understanding to inform the development of the quality of care provided in the home; (h) use monitoring and review systems to make continuous improvements in the quality of care provided in the home.	31/03/2017

Recommendations

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

- Ensure that children are supported to sustain or regain their confidence in education and to be engaged in suitable structured activities. This relates specifically to continuing to support a young person to engage in education, training or employment. ('The guide to the children's homes regulations including the quality standards', page 28, paragraph 5.15)
- Ensure that the behaviour management strategy should be understood and applied at all times by staff, and must be kept under review and revised where appropriate. In particular, ensure that staff are provided with clear guidance of the agreed sanctions that can be imposed to individual young people as and when necessary. ('The guide to the children's homes regulations including the quality standards', page 46, paragraph 9.34)
- Ensure that all staff are familiar with the home's policies on record-keeping and understand the importance of careful, objective and clear recording. In particular, consider reviewing the format of risk assessments to ensure that the review date is clear. ('The guide to the children's homes regulations including the quality standards', page 62, paragraph 9.60)

Full report

Information about this children's home

A private company operates this home and provides care and accommodation for up to two young people who may have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/02/2016	Interim	Improved effectiveness
18/05/2015	Full	Good
21/01/2015	Full	Adequate
18/11/2014	Full	Inadequate

Inspection judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
Young people continue to receive high quality care and support. Staff fully support them to achieve their ambitions, and provide encouragement and guidance with their lifestyle choices, education and employment. Young people have developed supportive and trusting relationships with staff. One young person has been living at the home for over five years, and views the provision as his home. He said that he considers some staff to be 'like his family' and is very positive about the care and support he receives from them. He is achieving extremely well in his chosen hobbies and interests, and staff celebrate these achievements with him. Young people make good progress from their starting points. One young person said, 'My confidence has grown, I feel better about myself, and I'm happier and healthier.' She added, 'I'm now more grown up and feel settled.' Positive feedback has also been received from placing authorities. One social worker said, 'The staff are brilliant, I couldn't think of anything else they could be doing.' Another social worker commented that they are very happy with the level of care and support that is being provided to a young person. One young person has recently left full-time education. The registered manager and staff are very proactive in supporting her to apply for college placements, apprenticeships and employment. The young person's social worker said, 'The staff are doing their best and encouraging her to make appropriate choices.' Despite these efforts, she is not in education, employment or training, which limits her future opportunities. Staff respond appropriately if there are any conflicts between the young people. They take steps to ensure that support is given to both young people when there are disagreements between them. Placing authorities and senior managers are informed of such incidents. Written 'key working' records clearly evidence when staff have engaged with young people in this matter, and also with wider issues in relation to their care and support. The registered manager and staff advocate very well for young people and take matters relating to their ethnicity seriously. They do not tolerate young people being subject to racist comments, and they inform all appropriate agencies and authorities, including the police, of such concerns. Young people are satisfied with how this is managed on their behalf.	

Young people are guided and encouraged to lead healthy lifestyles and they attend a variety of healthcare appointments. Staff provide young people with guidance in matters relating to their sexual health and well-being.

Young people's independence skills are promoted well. They learn the skills to develop confidence in the management of budgets, menu planning and cooking and are encouraged to undertake chores around the house.

Through appropriate liaison with the placing authorities and detailed risk assessments, young people are encouraged and supported to keep in regular contact with their families and friends, and to develop new friendships.

Young people live in a home that is welcoming and homely, and is decorated and maintained to a good standard.

	Judgement grade
How well children and young people are helped and protected	Good
The registered manager and staff promote the safety and well-being of young people effectively. Young people say that they feel safe and are protected from harm. They say that there are staff that they can talk to about their concerns or worries. Placing authorities also consider that young people are kept safe. All staff have received safeguarding training that includes recognising and responding to concerns relating to child sexual exploitation. Leaders and managers work collaboratively with the police and the placing authority to safeguard young people. The incidence of young people going missing is infrequent. However, missing from home protocols are agreed and are shared with the local police missing persons coordinator. Staff respond robustly and follow agreed protocols when young people do go missing, and are at potential risk of child sexual exploitation. All of the required agencies, authorities, senior managers and parents are informed. The local police missing persons coordinator considers that staff are proactive at dealing with these concerns, and are prompt in raising any concerns with her should they need to. Young people are warmly welcomed back when they return from being missing, and staff ensure that they receive an independent return home interview. Young people are helped to stay safe when using the internet. The registered manager ensures that strategies and approaches are incorporated into young people's placement plans. This ensures that they have access to the internet,	

including social media, but that it is managed safely and effectively.

Young people have developed a good understanding of the potential risks that they may put themselves under. The known risks are clearly identified and are supported by comprehensive risk assessments and strategies to reduce the risks.

The registered manager ensures that any concerns in relation to allegations or suspicion of harm are responded to quickly, and are referred to the designated officer of the local authority as required. Comprehensive records are kept to demonstrate a robust audit trail into the investigations that have been undertaken.

Positive behaviour is well supported and staff are provided with guidance on how to help the young people to manage their behaviour effectively. There has been one recorded incident of restraint used since February 2016. The restraint was used appropriately and records pertaining to this incident meet legislative requirements. All staff have received training in the home's preferred method of de-escalation and restraint.

Sanctions are rarely imposed. However, on one occasion a sanction was given, although it is not clear whether staff have used appropriate and proportionate measures, as the recording of the sanction and its appropriateness is not clearly documented.

Fire safety is promoted. All staff and young people have taken part in regular fire drills at various times of the day and night. The home is safe and well maintained. There is regular servicing of the home's utility services.

The registered manager has completed a comprehensive location risk assessment and has confirmed that this is due to be revised.

	Judgement grade
The impact and effectiveness of leaders and managers	Good
The registered manager has been in post since May 2013 and manages the service effectively. She has the appropriate experience and qualifications and is undertaking her level 5 diploma in leadership and management for residential childcare (England). She places young people at the centre when delivering their care and has high aspirations for them. Staff are providing young people with high-quality care and support effectively. The independent visitor regularly scrutinises the service that staff provide to young	

people. The registered manager responds effectively to any recommendations that are made by the independent visitor. She has also undertaken a comprehensive review of the quality of care provided in the home. However, the review does not identify the areas in which improvements can be made, the priorities for improvement or the effectiveness and impact that the improvements would have on the quality of care.

The home's statement of purpose reflects the service provided and is regularly reviewed. The young person's guide is informative and is regularly updated.

The registered manager ensures that young people's placement plans are regularly reviewed to reflect the care and support that is required. Monthly reports are sent to the placing authorities to keep them updated. Risk assessments that support the care plan are detailed, and are signed by staff to confirm their awareness and understanding of them. However, the current format used to review some of the assessments does not clearly evidence the date they were reviewed.

Staff receive the required mandatory training to ensure that they have the knowledge, awareness and skills to meet the needs of the young people. In addition, they have received training in e-safety, understanding child neglect and equality and diversity. All staff have the required care qualification.

Leaders and managers build positive relationships with other agencies and professionals. One placing authority said, 'Communication between the home and social work staff is good.' The local police missing persons coordinator said, 'There is a really good professional relationship between the registered manager and me.'

The registered manager ensures that all appropriate agencies, authorities and parents are informed of all significant events in the home. Comprehensive records are maintained that clearly demonstrate the action that has been taken in respect of these.

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 children looked after 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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