

## Children's homes - interim inspection

|                                  |                                                                          |
|----------------------------------|--------------------------------------------------------------------------|
| <b>Inspection date</b>           | <b>24/02/2016</b>                                                        |
| <b>Unique reference number</b>   | <b>SC386430</b>                                                          |
| <b>Type of inspection</b>        | <b>Interim</b>                                                           |
| <b>Provision subtype</b>         | <b>Children's home</b>                                                   |
| <b>Registered person</b>         | <b>Plus One (South West) Ltd</b>                                         |
| <b>Registered person address</b> | <b>The Mount, 21 High Street,<br/>Wellington, Somerset, TA21<br/>8QT</b> |

|                               |                      |
|-------------------------------|----------------------|
| <b>Responsible individual</b> | <b>Lou El Gilany</b> |
| <b>Registered manager</b>     | <b>Amy Davey</b>     |
| <b>Inspector</b>              | <b>David Kidner</b>  |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| <b>Inspection date</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>24/02/2016</b> |
| <b>Previous inspection judgement</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>Good</b>       |
| <b>Enforcement action since last inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>None</b>       |
| <b>This inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                   |
| <b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                   |
| <p>This home was judged <b>Good</b> at the full inspection. At this interim inspection Ofsted judges that it has <b>Improved effectiveness</b>.</p> <p>The staff team continues to provide good quality care and support to young people. The requirement made at the previous inspection has been met and as a result, there is now a robust recruitment and selection process of new staff.</p> <p>The registered manager ensures that the arrangements to admit new admissions to the home is thorough. A comprehensive assessment of the young people's needs is undertaken prior to them moving in, as well as a prompt review with the placing authority shortly after their arrival. As a result, the registered manager and senior staff team can determine that the needs of the young people can be and are, being met.</p> <p>Placement plans are detailed and are regularly reviewed by the staff team to ensure they reflect young people's needs. Risks associated to young people going missing and placing themselves at risk of serious harm are clearly identified, and staff are provided with comprehensive guidance in how to meet their needs, and reduce the risk. Young people are involved in the development of their placement plan and sign the document to demonstrate their agreement.</p> <p>Staff have an excellent awareness and understanding of young people's needs and promote their safety, health and well-being effectively. The registered manager works collaboratively with placing authorities, agencies and other professionals to promote the young people's welfare. Young people feel safe living at the home. One young person said 'the staff care about my safety'.</p> <p>The incidents of young people going missing from the home is rare. If young people do go missing, staff take appropriate action to protect them and ensure their safety. Restraint is not used, sanctions are rarely imposed and there has not been any significant accidents or injuries to young people. The registered manager has not received any complaints since the previous inspection. Three safeguarding matters occurring since the previous inspection have been well managed. The registered manager ensures that all appropriate agencies and authorities are notified of significant events.</p> |                   |

Since the previous inspection one young person has left the home. The staff team continue to provide emotional support to young people who have left care, and alert agencies and authorities if there are any concerns related to young people's health and safety needs.

Young people are extremely happy living at the home. One young person said 'its sound here, it's like a family'. Another young person agreed saying, 'the staff here are like my family'. Staff members ensure that young people enjoy a variety of activities and that they are enabled to pursue their hobbies and interests. Young people feel listened to and say that they have influenced menu choices. They have a good awareness of how to make a complaint if needed.

Staff have high aspirations for young people to achieve. They continue to encourage and support young people to learn. Young people are in full-time education and accessing education facilities based on their individual needs. Some young people plan to attend college and are actively seeking college placements in order to pursue their chosen career.

There is good monitoring and evaluation of the work carried out by the staff team. The registered manager ensures that there is regular independent monitoring and welcomes this external scrutiny to improve the quality of care. She responds to the recommendations made, and records the action that has been taken.

## Information about this children's home

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

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement  |
|-----------------|-----------------|-----------------------|
| 18/05/2015      | CH - Full       | Good                  |
| 21/01/2015      | CH - Full       | Adequate              |
| 18/11/2014      | CH - Full       | Inadequate            |
| 23/10/2013      | CH - Interim    | Satisfactory Progress |

## **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](http://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](mailto: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](mailto: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](http://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](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.gov.uk/government/organisations/ofsted](http://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](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted)

© Crown copyright 2016