

SC386430

Registered provider: Plus One (South West) Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is operated by a private company which is based in the South West of England.

The home provides care and accommodation for up to two children who may have emotional and/or behavioural difficulties.

Inspection dates: 27 September 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: 18 December 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/12/2017	Full	Good
07/02/2017	Interim	Sustained effectiveness
21/11/2016	Full	Good
24/02/2016	Interim	Improved effectiveness

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

Recommendations

- Ensure that children's homes are nurturing and supportive environments that meet the needs of their children. Children's homes must comply with relevant health and safety legislations. In particular, ensure that the domestic hot water temperature is not excessive. ('Guide to the children's homes regulations including the quality standards', April 2015, page 15, paragraph 3.9.)

Inspection judgements

Overall experiences and progress of children and young people: good

Children enjoy living in this home and say that it is the best they have experienced. Their relationships with staff are inspired by warmth, genuine affection and mutual respect. They find the staff very easy to talk to. As a result, children feel safe, secure and make good progress.

Children say that they got along well with another young person who has recently moved into independent accommodation. They are aware that another young person might move in. The registered manager explained how important it is to ensure that any new young person is suitably matched, so that there are safe, harmonious relationships.

Some staff continue to keep in touch with past residents for some time after they have left the home. This provides these young people with invaluable support when they are starting out in adult life.

Children enjoy the quiet rural location of this home. The house is clean and there is a pleasant garden. Discussion took place about areas for further improvement, such as removing broken play equipment from the garden. Another area for consideration is to replace the conference-style dining chairs with furniture which is more domestic in style. The manager had already started work on some of these areas for development before the end of the inspection.

Children enjoy a variety of sports and other activities. They join local clubs and participated in a four-day football coaching event during the school holidays. Staff are creative in encouraging the children to enjoy themselves through healthy activities. One member of staff decided, spontaneously, to take a child on a walk to a local landmark to break up the hour-long journey back from school. This was a great idea and was very well received.

One child came to live in the home before a local school place became available. This resulted in his educational needs not being met. A requirement was made at the last full inspection. The registered manager worked hard with the placing social worker and the education department to achieve a place. The child now attends school full time, so this

is an improvement from the last full inspection and the requirement is met.

Children eat well and enjoy their food. They are encouraged to adopt a healthy lifestyle. Children's healthcare needs have recently changed. The staff have responded very well, supporting children through the potentially concerning process of attending hospital appointments.

Some children receive regular cognitive behaviour therapy through the company's therapist. This helps children to understand their life experiences and to find strategies to help them to manage their behaviour. As a result, there has been a major decrease in the number of incidents since children came to live in the home.

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

Risks in the home are very well managed. Risks are regularly updated, for example, with the inclusion of newly-identified healthcare needs. There are clear and coherent strategies to help staff to support children appropriately.

The registered manager has eliminated duplication in the children's paperwork by combining the risk assessment and behaviour management plan. The resulting document is easy for staff to read and absorb. Staff sign to show that they have read the plan.

Behaviour management is extremely positive. Daily discussions often highlight any recent behaviour of concern. Staff provide prompt, non-judgemental feedback and advice. Rewards are used intelligently to help reinforce positive behaviour.

Any restorative measures are appropriate and timely. For example, when a child recently stayed out without agreement, his free time was temporarily suspended.

The registered manager consults the local authority designated officer when necessary. This has happened on one occasion since the last inspection, in relation to an incident when a child was restrained at school.

Some children have gone missing on several occasions since the last full inspection. Each individual event has been managed well. For example, the staff remain in touch with the children, who are often with friends. They encourage the children to return to the home with them. The registered manager has a strategy in place, including discussions, return home interviews and risk management meetings, to help reduce the level of risk to children.

The home has helped the children to reduce the number of incidents and restraints. Before he came, one child was being restrained several times a day. The staff have been involved in two very brief supportive holds, both on the same day, since the last inspection. This is a considerable improvement. Following these incidents, the registered manager reviewed and increased staffing levels for one month. The child's behaviour stabilised, showing that this was an effective strategy.

There has been one complaint since the previous inspection. This was investigated fairly and thoroughly.

In June 2018, a sample of staff recruitment files from another service operated by the same company were examined. The minor shortfalls found during that inspection were all resolved promptly. Staff recruitment files were not inspected for this home on this occasion. They will be seen on the next full inspection.

Health and safety is well managed in this home. All the necessary fire safety checks are completed as a minimum at the intervals recommended by the fire and rescue service. The registered manager has been asked to ensure that the hot water supply is controlled at the boiler to maintain an appropriate temperature for a children's home.

The effectiveness of leaders and managers: good

The home is well managed. The experienced, qualified registered manager monitors the home extremely well. She leads her staff team by example and provides regular, supportive supervision.

The home has sufficient qualified staff to look after the present child. Staffing levels are kept under review and additional staff are deployed if the need arises. The use of agency staff is sporadic and has not occurred in recent weeks.

Training is of a good standard and helps the staff to meet the child's needs. Recent training has included Asperger's Syndrome and childhood trauma. More training is planned on supporting children who show harmful sexual behaviour. When the child recently developed a medical condition, the staff all received training in how to manage this. The staff receive clinical supervision and training from a qualified clinical psychologist, who also undertakes direct work with children. As a result of the good levels of training and support, staff feel valued and fulfilled in their roles. They express great enthusiasm for working with children and show considerable commitment to them.

The registered manager shows ambition for the home. She explained that the company is hoping to purchase the house and build an extension to further enhance the accommodation.

The manager has a very good understanding of the home's strengths and weaknesses. Her development plan includes making the office less formal and more readily accessible to children. Some work has already taken place to achieve this objective.

The registered manager and staff have a good understanding of the children's progress. They maintain good professional relationships with the local safeguarding agencies and the child's school.

The four requirements and one recommendation from the previous full inspection have all been met. The registered manager responds well to advice and support from the

home's independent visitor, as well as acting quickly on discussions during Ofsted inspections. This means that she had already responded to the inspector's comments during this inspection, before it was concluded.

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: SC386430

Provision sub-type: Children's home

Registered provider: Plus One (South West) Limited

Registered provider address: The Mount, 21 High Street, Wellington, Somerset
TA21 8QT

Responsible individual: Lou El Gilany

Registered manager: Amy Davey

Inspector(s)

Heather Chaplin: social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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