

Children's homes inspection – Full

Inspection date	09/11/2016
Unique reference number	SC386502
Type of inspection	Full
Provision subtype	Children's home
Registered provider	Keys Education Limited
Registered provider address	Hurstwood Court, Laganwood House, New Hall Hey Road, Rossendale, Lancashire BB4 6HR

Responsible individual	Marc Murphy
Registered manager	Kirsty McNulty
Inspector	Anthony Kyem

Inspection date	09/11/2016
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	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

SC386502

Summary of findings

The children's home provision is good because:

- Young people make good progress, taking into account their individual starting points, across all aspects of their welfare and physical, social, emotional and behavioural development. Young people are kept safe and have a strong sense of personal safety.
- Young people benefit from effective, high-quality support from staff, which contributes to change and improvement in their lives. Risks associated with young people are well known and understood by staff. Staff maintain highly effective partnerships with the police, social workers and all other external professional agencies, to promote the safety and well-being of young people.
- Young people benefit from effective support, help and protection. They become increasingly safe as a result of the actions that staff take to support and protect them. Staff have a good understanding of their specific needs and vulnerabilities and take appropriate action to address them.
- Young people have good relationships with staff and benefit from stability and consistency in their lives. Staff provide young people with a caring, supportive and nurturing environment. Care planning is well planned, and practice is highly personalised to meet the needs of individual young people.
- Most young people attend school or alternative education provision regularly, with good support and encouragement from staff. Staff maintain effective partnerships with the providers of young people's education, to promote their educational achievement.
- Staff consistently have high aspirations for young people and they actively encourage and support their career aspirations, training and educational goals. Young people who struggle to attend school on a regular basis are currently being supported to overcome their difficulties, to help them to resume their education.
- The home benefits from an experienced and qualified registered manager who exercises effective leadership of the operations of the home. The manager makes good use of the home's internal and external monitoring activities to secure continuing improvement. They effectively prioritise the needs of the young people and ensure that staff are well supported and effectively managed and led.

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

Recommendations

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

- An effective introduction to a home will take into account the child's abilities and capacity to understand and retain information. Such an introduction may take place over a period of time and may be delivered in different formats according to the child's communication and cognitive abilities. The registered person should ensure that staff establish the child's understanding of key information about living in the home and the expectations of their care, in order to establish whether there are gaps in the child's understanding. ('Guide to children's homes regulations including the quality standards', page 57, paragraph 11.8)
- The registered person must ensure that staff have the relevant skills and knowledge to be able to respond to the health needs of children, manage long-term conditions and, when necessary, meet specific individual health needs arising from a disability, chronic condition or other complex needs. This relates, specifically, to having an enuresis treatment management plan for young people who require an appropriate and suitable plan. ('Guide to children's homes regulations including the quality standards', page 34, paragraph 7.12)

Full report

Information about this children's home

- The home is registered to provide care and accommodation for up to three young people who may have emotional and/or behavioural difficulties.
- The home is privately owned and managed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/03/2016	Interim	Sustained effectiveness
26/01/2016	Full	Good
28/11/2014	Interim	Sustained effectiveness
13/05/2014	Full	Adequate

Inspection judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
Since the last inspection, there has been a change in the group dynamic of the home. There have been two new admissions, and two other young people have since left the home, having moved onto alternative residential provision. The change in group dynamic has brought about increased stability in the home. The home is a much safer and happier place for young people to live in, as a result. For example, young people no longer engage in group risk-taking behaviour, and individual behaviours are safely managed by staff. Young people benefit from well-planned, highly individualised care that promotes their needs effectively and contributes to change and improvement in their lives. Young people make good progress, taking into account their individual starting points across all aspects of their welfare and physical, social, emotional and behavioural development. Placement plans are written comprehensively and provide an accurate account of young people's specific needs. However, one young person requires a more child-friendly summary of their plan, given their age and limited levels of understanding. Young people benefit from continuity of care and have consistency and stability in their lives. They enjoy good relationships with staff and develop a sense of permanence and belonging. A social worker reported, 'He will work with services, which is good, and he has staff that he feels able to talk to openly. I think the care provided meets his needs.' Young people are registered with doctors, dentists and opticians and have access to these services when they need them. Staff ensure that young people attend their routine health appointments, and specialist services are sourced for young people who are in need of additional support. Consequently, there are effective arrangements to promote young people's physical, emotional and psychological well-being. A therapist reported, 'It's really good. They embrace the consultation process and take advice and use suggested strategies to help young people.' Young people have health plans completed. However, the support required to meet one young person's specific health needs, through the treatment and management of enuresis, is not sufficient to promote a consistent and proactive approach by staff. Further guidance is, therefore, needed. Medical consent is in place, and staff are clear about what health decisions and responsibilities are delegated to them. The arrangements for the storage, safekeeping and administration of young people's medication are managed safely and effectively by staff. Staff provide young people with a healthy environment that encourages them to	

lead healthy lifestyles. As a result, young people learn to take responsibility for their own health. Young people receive good support with key health issues, and the frequency and intensity of certain risk-taking behaviours have reduced as a result of appropriate interventions from staff and other agencies.

A social worker reported, 'Staff are very responsive to any concerns and keep me updated. I can't fault the management. Communication is brilliant. His safety is at the forefront of their practice. Counselling is a priority, and he wants to do that. He's a very intelligent boy and has got a lot of prospects and potential.'

Most young people attend school or alternative education provision, with good support and encouragement from staff. Staff maintain effective partnerships with the providers of young people's education to promote their educational achievement. Staff consistently have high aspirations for young people. They actively support them to pursue their career aspirations, training and educational goals. Young people who struggle to attend education on a regular basis are being supported to overcome those difficulties, to improve their educational attendance.

A social worker reported, 'He moved after his foster placement broke down. In terms of staff and the environment, I think they have been fantastic with him. My only hesitation is that our preferred placement would be a therapeutic foster placement for him. He's been positive about the staff that care for him. School [has] made every effort to engage him and encourage him to attend school.'

Young people are engaged in positive activities, both at home and in the wider community. Consequently, they develop their social skills and have their own particular interests and hobbies. Young people enjoy a broad range of enjoyable activities of their choice. A young person reported, 'I have done lots of activities. The best was going to Water World. I like the xbox, the activities and the staff.'

Staff promote contact for young people. Consequently, young people sustain their close relationships with the people who are most important to them. Young people are allowed to have overnight stays with their friends and families when this is considered safe. Contact is also supervised by staff if there are any welfare concerns, to promote the safety of young people.

A young person reported, 'I haven't lived here long. I like everything and I can't even give you examples. There's so much stuff. I like [X]. She's my best member of staff. If I could change anything, it would be to just have my mum here with me, for ever. I have contact every week.'

Young people know how to make a complaint, and their rights are promoted effectively. There have been no complaints from young people since the last inspection. Young people have access to a professional advocate who can make representations on their behalf, should they need their support through advocacy.

Staff provide young people with appropriate opportunities to develop their practical skills in shopping, cooking and budgeting. Consequently, young people develop life skills that they can apply in later living. Pathway plans are in place for eligible care

leavers, to promote their preparation and readiness for adulthood. A young person reported, 'It's all right here still you know. They have helped get me a job. Staff are always there to talk to, and when I ask for something staff help me to achieve it. I get what I need.'

	Judgement grade
How well children and young people are helped and protected	Good
Risks associated with young people are well known and understood by staff. Young people become increasingly safe as result of the actions that staff take to support and protect them. Staff have a good understanding of young people's specific needs and vulnerabilities and take appropriate action to address them. Young people are kept safe and develop a strong sense of personal safety. Young people are protected from abuse and all other forms of significant harm, including bullying and child sexual exploitation. Staff are trained in child protection and know how to deal with allegations and report suspected abuse. Staff consistently place the safety and well-being of young people at the centre of their practice, irrespective of the challenges and difficulties that this presents. Staff maintain highly effective partnerships with the police, social workers and other safeguarding agencies, to promote the safety of young people. Significant incidents are promptly reported to the appropriate authorities charged with a duty to protect young people. This keeps young people safe from harm. Staff actively look for young people if they are absent or go missing. They follow the home's procedures to locate young people and promote their safe return. The frequency with which young people go missing has reduced, and young people are less likely to suffer actual harm. Return home interviews are conducted by an independent agency to identify any underlying reasons why young people might go missing. This informs staff's learning and the way in which they should respond. Staff encourage the development of young people's positive behaviour through the use of targeted incentives and rewards. Sanctions used as a consequence of negative behaviour are not excessive or controlling. The use of restraint is only ever used, as a last resort, to keep young people safe and to protect them from actual harm. Restraints have increased since the admission of a vulnerable young person whose behaviour is a substantial issue for staff at bedtimes. That said, staff	

have seen a positive reduction in the number of recent restraints and incidents. The young person's behaviour management plan is kept under regular and constant review. A young people reported, 'It's brilliant, but sometimes the younger person keeps kicking off at night times and keeps us all awake until late. They've got some good staff here. The home's cool, amazing and epic. There's no bullying. Technically, we have one-off incidents, but we know we all have to get on together.'

Young people benefit from a physically safe, appropriately secure, warm, comfortable and homely environment. Health and safety matters are addressed effectively, to ensure a safe environment for young people.

	Judgement grade
The impact and effectiveness of leaders and managers	Good
The home meets the aims and objectives, as set out in the statement of purpose, and delivers a good-quality service for young people that makes a positive difference to their lives. The home can demonstrate change and improvement in the lives of young people and show how their outcomes have improved over time. Staff work proactively and positively with other professional agencies, maintaining effective partnerships with social workers, schools and other significant people and ensuring that young people benefit from the best possible help and all-round support. There is good engagement with the wider professional community, to meet the specific needs of the young people at the home. Young people benefit from a home that is managed efficiently and effectively. The registered manager exercises effective leadership of the operations of the home. The manager ensures that staff deliver care in accordance with the ethos, approach and philosophy, as set out in the home's statement of purpose. The home has met the recommendations from the previous inspection. Significant events are reported promptly, and improved internal monitoring is consistently taking place. The manager makes good use of the home's internal and external monitoring activities to understand the strengths and weaknesses of the service, taking appropriate action to secure continuing improvement. There are effective systems for independent scrutiny of the conduct of the home. The home is inspected on a monthly basis, and a written report is subsequently	

prepared for the home. The reports are sent to Ofsted and are also accessible to placing authorities, upon their request. The reports are used by the manager to improve the standard and quality of young people's care. Additionally, the reports include an impartial judgement as to whether the home's care ensures that young people are appropriately safeguarded and their well-being is promoted.

The manager tracks young people's progress against their plans and ensures that the home is appropriately staffed and there are sufficient numbers of suitably skilled, appropriately qualified and experienced staff to care for young people. Those staff that are not suitably qualified are undertaking appropriate training to enable them to obtain their qualifications. The manager ensures that staff are effectively supported and are well managed and led. They ensure that they have access to good-quality training and receive regular practice-related supervision. Training and development opportunities are effective, and there are good arrangements to promote staff's continuing professional development.

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 that 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 that 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 whom 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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