

Children's homes – Interim inspection

Inspection date	18/01/2017
Unique reference number	SC386502
Type of inspection	Interim
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	18/01/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has sustained effectiveness. There have been no new admissions, placement breakdowns or disruptions since the last inspection. Young people living at the home make good progress taking into account their individual starting points across all aspects of their welfare and their physical, social, emotional and behavioural development. They are kept safe and have a strong sense of personal safety. There have been no complaints or concerns since the previous inspection. Young people's views about the home and their relationships with staff are consistently positive. The home is consistently maintained to a good quality standard for young people, who benefit from a safe, warm, comfortable and homely environment. Staff provide young people with continuity of care so that they have stability and consistency in their lives. Staff have a good understanding of the specific needs and vulnerabilities of the young people and take appropriate action to address them. As a result, young people become increasingly safer because of the actions staff take to support and protect them. There is evidence of change and improvement in the lives of the young people, who benefit from effective, good quality support from staff. Young people report: 'The staff are all right. They will leave you alone, if you want them to. They help me with my behaviour and I feel my behaviour has improved. I'm more settled and I don't kick off a lot liked I used to.' The frequency and intensity of specific risk-taking behaviours, such as going missing from care for long periods, drug use and offending and challenging and disruptive behaviours, have reduced considerably. Consequently, young people are much safer and are less likely to suffer actual harm. The effective use of clear risk assessment and safe working practice promotes the safety and well-being of young people. The use of restraint is a last resort and, if used at all, it is only ever used to keep young people safe from harm. There is evidence of positive change and behavioural improvement in the lives of young people. There has been a considerable reduction in the use of restraint. Young people learn to manage their	

strong feelings and emotions so that they can regulate their own behaviour. A young person who previously exhibited frequent challenging and disruptive behaviours reports, 'It's good enough, but home's better. I want to go home. I feel safer now, well kind of.'

The use of sanctions and consequences for negative behaviour are proportionate and fair in use. Staff make good use of incentives and rewards to encourage and acknowledge young people's progress and positive behaviour. Young people are supported to attend school or alternative educational provision regularly and receive good support and encouragement from staff. The home maintains effective partnerships with the providers of young people's education to promote the young people's learning and educational achievement.

There are effective systems for monitoring the performance of the home. The home is visited once a month by an independent person who scrutinises the arrangements made to safeguard young people and promote their well-being. The manager makes good use of the home's internal and external monitoring activities to understand the strengths and weaknesses of the home. Shortfalls are identified and addressed to secure improvement. As a result, there are effective arrangements for reviewing and improving the standard and quality of young people's care.

The home has met one of the two recommendations from the last inspection. Consequently, the recommendation not met has been repeated. The home has addressed the recommendation to ensure that young people's plans take account of their specific health conditions to ensure that those needs are understood and met. There are no breaches in regulations; consequently, no requirements have been made as a result of this inspection.

Information about this children's home

The home is registered to provide care and accommodation for up to 3 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
09/11/2016	Full	Good
24/03/2016	Interim	Sustained effectiveness
26/01/2016	Full	Good
29/11/2014	Interim	Sustained effectiveness

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

Recommendation

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

- 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 the children's homes regulations including the quality standards', page 57, paragraph 11.8).

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 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 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'.

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