

Children's homes - interim inspection

Inspection date	24/03/2016
Unique reference number	SC386502
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Keys Education Limited
Registered person 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	24/03/2016
Previous inspection judgement	sustained effectiveness
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. Young people have good relationships with staff and they sustain their positive attachments. Staff provide young people with continuity of care so they have stability and consistency in their lives. Young people enjoy living at the home and are developing a sense of belonging. They make good progress in relation to their individual starting points across most aspects of their welfare, physical, social, emotional and behavioural development. Young people attend school or alternative educational provision and their regular attendance is actively encouraged by staff. There have been no new admissions to the home, since the last inspection. The home is experiencing an unsettled period due the negative influence a young person is having on other young people. As a result, plans are being made with the placing authority to find this young person an alternative placement that is able to meet their specific needs. There are concerns with bullying and occasional drug use which increases the risk of young people suffering actual harm. Staff demonstrate a zero tolerance towards all forms of bullying behaviour and remain vigilant of any substance misuse. This includes the close supervision and monitoring of the young people to protect them. Young people do not identify bullying as being an issue. A young person said, 'Well, I don't think I'm being bullied. I'm just easily manipulated.' The home does not currently keep a designated file, book or central record to record the use of room searches or incidents of bullying. That said, alternative records are maintained. However, it is unclear how staff use this information to review the effectiveness of their practice and how they respond, where patterns or trends of concern emerge. Staff have a good understanding of the needs and vulnerabilities of the young people and are taking appropriate steps to protect them. The use of clear risk assessment and safe working practice promote the safety of young people. There have been no complaints since the last inspection. Should young people have any complaints they have access to professional advocates to make representations on their behalf.	

Staff have regular one to one meetings with the young people which enables them to discuss their views and feelings openly. Staff use this opportunity to provide young people with good advice and support as well challenge any inappropriate behaviour. They reward young people's positive behaviour and ensure the consequences for unacceptable behaviour are clear and understood by young people. They maintain firm but fair boundaries to promote the safety and well-being of young people.

There have been no restraints since the last inspection and there are no major concerns with young people going missing from care. However, when young people do go missing there are effective procedures and arrangements made to promote their safe return. Significant incidents are reported to the appropriate authorities to ensure young people are protected from harm. The home maintains effective partnerships with all safeguarding agencies to promote the safety of young people. An isolated incident, although reported to other appropriate authorities was not reported to Ofsted. However, this did not have a negative impact on young people. Failure to inform Ofsted, on this occasion, was an oversight on the home's behalf.

The home has met and addressed the recommendations from the previous inspection. Specialist drugs workers have visited young people at the home to assist them to understand the risks and dangers of taking drugs. Staff also address any risk taking behaviours through one to one working with young people. Pathway plans have been requested from the placing authority to ensure eligible care leavers benefit from the best possible help and support in preparing them for adulthood. The manager of the home is now registered with Ofsted and there are clear lines of communication and accountability.

There are effective systems for the routine monitoring of the performance of the home. The Registered Manager makes good use of the home's external monitoring activities to understand the strengths and weaknesses of the service. However, better use of internal monitoring systems could be used to secure improvement. In particular, in relation to bullying, by identifying any patterns, emerging concerns and trends.

As a result of this inspection, there are two recommendations made for the registered person to address. These relate to improved internal monitoring and ensuring matters, as outlined under regulation 40, are reported to Ofsted.

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
26/01/2016	CH - Full	Good
28/11/2014	CH - Interim	sustained effectiveness
13/05/2014	CH - Full	Adequate
31/01/2014	CH - Interim	Inadequate Progress

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 recommendation(s):

- actively seek independent scrutiny of the home and make best use of information from independent and internal monitoring (including under regulations 44 and 45) to ensure continuous improvement. They should be skilled in anticipating difficulties and reviewing incidents, such as bullying, learning from disruptions and placement breakdowns. They are responsible for proactively implementing lessons learned and sustaining good practice. (The Guide to the Quality Standards paragraph 10.24, page 55).
- notify Ofsted and other relevant persons if one of the situations specified in regulation 40 occurs, or if there is an incident relating to the protection, safeguarding or welfare of a child living in the home which the registered person considers to be serious. (The Guide to the Quality Standards, paragraph 14.10, page 63).

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*.

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