

Inspection report for children's home

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Inspection date	31/07/2013
Inspector	Denise Jolly
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	05/03/2013
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Service information

Brief description of the service

This service is a private children's home, registered to care for up to three children with emotional and behavioural difficulties.

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Progress

Since their previous inspection the service is judged to be making **good progress**.

This interim inspection focused on progress made by the home since the last full inspection, at which the overall judgement was good. The home is making good progress because outcomes for young people have demonstrably improved. Young people say they feel valued and cared for by staff; as one young person said, 'they make you feel wanted'. Staff and young people recognise and are proud of the successes they work together to achieve. Professionals are universally complimentary about the home, and families say they appreciate the way staff welcome them, and care about young people.

The qualified and experienced Registered Manager has taken positive action to address the requirement and all recommendations from the previous inspection. Visitors on behalf of the provider support development of the home by highlighting any shortfalls in records or plans for young people. Key workers maintain up to date and regularly reviewed records regarding the placement needs of young people. This includes plans for transition to adult services and any educational arrangements for young people. Additionally, they have revised young people's risk assessments to provide clearer and more accessible information about identified and emerging risks to young people.

Staff record any areas of responsibility they have in progressing plans for young people. For example, risk management plans clearly set out the procedures staff must follow when reporting young people as missing, and family contact arrangements ensure staff know when they provide transport to support visits home. This means that staff are clear about their roles and responsibilities in meeting the needs of young people. Young people are confident that staff know about their plans, work with them to achieve their goals, and help them to think about how to progress even further. Young people are involved in reviewing their plans, and are proud of the significant improvements they have achieved

Staff promote effective joint working with all professionals who support young people. Professionals who visit the home appreciate the level of cooperation staff demonstrate, and comment that this improves their effectiveness. For example, a police officer said, 'Staff fully support my role, and go the extra mile to communicate effectively about any concerns they have.' This is evident in the progress young people have made in reducing episodes of being missing from home. The police and specialist link workers recognise the outstanding contribution staff make to promoting a message to young people about the dangers of staying out too late. Consequently, young people do not go missing, and they say that, 'This is because I know staff worry about me, because it is not safe behaviour.'

There have been no complaints about the home. Young people say staff always act out of kindness and for their benefit. Young people say relationships are very good in the home, and they can always find someone to talk to if they feel upset or cross. Key workers listen well, respond positively to them, and take time to help solve any problems or difficulties. One young person said, 'I get listened to, my mates are welcome, we have a laugh.' Independent visitors speak with young people during their visits, and respond effectively to any suggestions or queries young people voice, such as when young people have disagreed with staff decisions. This helps them to feel that adults value their opinion about the way the home operates, and this improves their confidence and self-esteem.

Young people thrive in warm and trusting relationships. They rely on staff to help them to access services and resources they have previously avoided. Staff successfully support them to engage with professionals who help their lives to improve. The increase in their safety and well-being, as well as their prospects, is remarkable. Young people access appropriate healthcare to protect their sexual health, attend college or work access programmes, reduce incidents of emotional upset, develop safe friendships, and participate in a wide range of activities that reflect their age and interests. With staff, or with friends, they go ice-skating, enjoy sleepovers at the home, attend music festivals with staff, and plan camping trips.

Professionals recognise that young people benefit from living at the home because staff are committed to support their progress. Staff are highly skilled in identifying the steps necessary to secure the safe development of young people's independence and emotional well-being. Young people experience security of placement and continuity of relationships due to the commitment of affectionate, capable and

energetic staff. They grow in confidence and sociability, and acquire skills that provide a good foundation for future success.

About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection*.