

Children's homes - interim inspection

Inspection date	14/07/2015
Unique reference number	SC386810
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Crossway Services Limited
Registered person address	c/o, 298 St. Marys Road, Garston, LIVERPOOL, L19 0NQ

Responsible individual	Pauline Croft
Registered manager	Kathleen Mitchell
Inspector	Pamela Nuckley

Inspection date	14/07/2015
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 full inspection. At this interim inspection Ofsted judge that it has improved effectiveness. The young person is making notably progress in many areas of his life. This is due to staff continuing to support him, having firm boundaries and working effectively with other professionals. The young person has gone through an unsettled period because the local authority was not clear about the long term plan for him. Delays in outcomes of relative assessments and changing thoughts around foster carer had affected his feelings of security. In this time he reverted to past difficult behaviours. Staff worked closely with the education psychologist on behaviour strategies, kept to firm boundaries and listened to him to ensure he was supported through this difficult time. Most importantly, the manager challenged the local authority in having a plan in place for him. She was instrumental in airing the young person's views and the detrimental effect this uncertainty was having on him. She ensured that the independent reviewing officer (IRO) and newly appointed social worker understood the impact of the lack of, or changing of, decisions. As a result, there is now a long-term plan in place and the young person is now settling back into his routines. Listening and responding to the young person's wishes, thoughts and feelings is at the forefront of the good practice within this home. This is evident in the challenges made by the manager, on their behalf which have secured positive outcomes. Young people are routinely consulted and contribute to their placement plan, review and other records held by the home. This ensures that they can influence the care that they receive. The young person is doing exceptionally well at school. He has 97% attendance. Recent tests show that his academic level is in line with his peers. He attends out of school activities such as the cricket club and has received a sports medal and trophy. These achievements have been celebrated by the home with a day out and celebratory meal. Young people are proud of their achievements and display their certificates within the home. The young person has some anxieties about moving to senior school next term. But staff are working closely with his current school,	

the new school and the educational psychologist to ensure a smooth transition takes place.

The young person health has improved because staff have ensured that he gets the right help. He has a fear of needles and therefore was refusing identified dental treatment. However, because of the good systems in place, he is attending a local hospital to receive the treatment under anaesthetic. In addition to this, all of his health records and appointments are up to date. He continues to eat a very healthy balanced diet and loves fruit and vegetables. Staff encourage him to make good choices when selecting snacks or sweets with his pocket money.

The young person has weekly and fortnightly contact with extended members of his family and his sister. Staff supervise these visits and have received training to ensure that they understand their roles and responsibilities. The manager has challenged the local authority in making these visits more constructive for the young person. For example, extended members of the family all visiting at once, with his sister, could often lead to sibling rivalry. The contact plan was changed and the young person now has individual time with each person; ensuring that he enjoys meaningful contact.

All safeguarding issues are quickly responded to, reported to the appropriate persons and records are well maintained. The manager is proactive in following procedures, instigating strategy meetings and challenging the local authority around delays or missing paperwork. As a result, young people are fully safeguarded. They do not go missing from home and their behaviour is good. Staff are suitably trained to know what to do if young people go missing or need help in managing their behaviour.

The company has assigned a senior member of staff to oversee training. She has implemented individual training matrix for each staff member. These show what training staff have completed and any further development needs, including when training needs to be updated. She is currently putting together a quiz for each on-line training course. She said this will help identify knowledge learnt or any gaps in retaining the information. In addition to this, she is working closely with several managers to identify individual developmental or learning opportunities. This information is gained through supervision or appraisals of staff practice. For example, one staff member wishes to do self-harm training. Therefore, she is in the process of identifying a resource. This good practice ensures that staff have the skills to meet the individual needs of young people.

Young people benefit from being cared for by a stable and experienced staff team. A strong Registered Manager who supports them well and who effectively challenges other professionals further enhances this. She has systems in place for monitoring the quality of care provided within the service, including monthly visits from an independent person. On occasions the independent report has not contained the right information. For example, one report states 'no rewards given this month' when in fact there had been four. The manager has quickly addressed

these inaccuracies with the visitor to ensure that the information is correct.

At the last inspection the home was asked to ensure that impact risk assessments were completed and that staff fully understood what action to take if concerned about a child. These have been fully met. As part of the manager's decision of whether a young person is suitable and that staff can meet a young person's needs an impact risk assessments is completed. The manager has made good use of linking the location risk assessment with this to ensure that any environmental risks have also been considered. Therefore, individual needs and suitability are fully assessed before offering a placement. Staff have an in-depth knowledge and understanding around safeguarding issues and their experience of managing unsafe behaviours.

Information about this children's home

The home is privately owned and provides care and accommodation for one young person with emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/01/2015	CH - Full	Good
27/08/2014	CH - Interim	improved effectiveness
12/03/2014	CH - Full	Good
17/10/2013	CH - Interim	Not Judged

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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