

Inspection report for children's home

Unique reference number	SC386810
Inspector	Pamela Nuckley
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Crossway Services Limited
Registered person address	8 Black Brook Close Heapey Chorley Lancashire PR6 9AJ
Responsible individual	Pauline Ann Croft
Registered manager	Kathleen Mitchell
Date of last inspection	12/03/2014

Inspection date	27/08/2014
Previous inspection	good
Enforcement action since last inspection	There has been no compliance or enforcement action taken since the homes last inspection.

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

At the last full inspection in March 2014, the overall effectiveness of the service was judged as good. One requirement and three recommendations were set. The requirement and recommendations have been fully addressed.

Young people did not take part in this inspection as they were out on a day trip. However, professional comments, manager discussion and records show that young people are making exceptional progress at this home. One professional said 'The quality of care provided has always been of an excellent standard. Staff have always worked well with all concerned and been prepared to make a concerted effort to ensure a young person's needs are being met.'

A significant area of improvement is within education. One young person was excluded from school before placement and an alternative education provision was identified. However, the manager believed that this was not the right option for this young person given his young age. The manager and staff worked well with education professionals to ensure that the young person returned to main stream education. At first, lots of support and incentive schemes were utilised to ensure attendance and participation. Now the young person enjoys going to school, they do not need the support or incentives and they have full attendance. Further to this, they are fully involved in the extra curriculum activities. For example, they are the marketing executive for the tuck shop. As a result, young people are enjoying, attaining and having the same opportunities as their peers at school.

Young people enjoy a range of weekly activities outside of the home. This includes young people following their chosen hobbies. One young person loves 'Comiccom' (super heroes) and has attended conventions with staff, dressed as a superhero.

This provides young people with the opportunity to mix with other young people of a similar age and develop friendships. In addition to this, the home identified that the young person could not swim. The young person attended two swimming courses and they are now classed as a good swimmer. This ensures that young people are safe. Due to the high level of activities provided and constant engagement with young people there have been no incidents of restraint, missing from home or negative behaviours. Therefore, young people's behaviour has significantly improved in all areas and future placement meetings are scheduled for the young person's return to their family.

Young people's views are central to the home. They are consulted throughout their stay and have an impact on how they wished to be cared for. One young person has made written agreements with staff, as they felt everyone would know what had been said and agreed. For example, times allowed on the computer. This ensures that young people are not spending too much time on-line or playing games for hours and are able to take advantage of other activities that are offered by the home. Young people know and have used the home's complaints procedure to raise concerns that they had. These concerns have been robustly investigated to a satisfactory conclusion. Therefore, young people are confident in using the complaints procedure and that their views are heard and respected.

The manager is continuing to develop the service. New paperwork is in place that reflects the new changes within the Children's Homes Regulations 2001. In addition to this, she has incorporated new tracking sheets that evidence when missing paperwork is requested. She has also put into place a location risk assessment, that identifies any immediate risk or potential risk to young people. As a result they are able to assess all placement requests for suitability and protect young people well.

At the last inspection the home was asked to ensure that the Regulation 33 report is forwarded to Ofsted in a timely manner. The report is received regularly. In addition to this, the company has a new independent visitor who completes these reports. As a result, the quality of the reports have improved and young people and other professionals are consulted within it. This ensures that the home is effectively monitored and that Ofsted have good oversight of the home between inspections.

The home was asked to ensure that there is an emergency escape plan that all staff and young people are familiar with and have practised so they know what to do in an emergency. Young people and staff regularly complete random fire evacuations which are done at different times of the day. Staff and young people sign to say they understand the procedure. This ensures that all young people and staff know what to do in an emergency.

The home was asked to ensure a written or electronic record is kept by the home detailing the time and date and length of each supervision held for each member of staff, including the manager. Records show that all staff and the manager have monthly supervisions with identified senior staff, to ensure that their development

needs, practice and understanding is evaluated regularly. As a result, staff say that they are well supported within the home.

Further to this, the home was asked to ensure that there was a clear audit trail of children's spending money. Records show that all monies such as clothing allowances, activity money and pocket money are clearly itemised and accounted for in the home's budget. As a result young people personal needs are well catered for.

The home demonstrates improved effectiveness because young people have made exceptional progress since the last inspection and the manager is proactive, enthusiastic and diligent in ensuring that the service continues to develop. No requirements or recommendations were set as part of this inspection.

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
12/03/2014	Full	good
17/10/2013	Interim	not judged
19/02/2013	Interim	good progress
12/10/2012	Full	good

What inspection judgements mean

At the interim inspections 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

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 main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.