

Children's homes - interim inspection

Inspection date	06/01/2017
Unique reference number	SC386837
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	New Horizons (Stockport) Ltd
Registered provider address	New Horizons (Stockport) Ltd, 5 Bramhall Park Road, Bramhall, STOCKPORT, Cheshire, SK7 3DQ

Responsible individual	Bharati Parikh
Registered manager	Amie Evans
Inspector	Paul Scott

Inspection date	06/01/2017
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. This home continues to provide young people with a good standard of care that contributes to them making very good progress in all aspects of their lives. Staff work hard to ensure young people's needs are met through effective care planning. They maintain strong links with professionals and other important people and take a cohesive approach to meeting each young person's unique needs. For example, staff have worked closely with education providers, ensured barriers to participation are overcome and that good levels of attendance and engagement are promoted. Suitable action has been taken to address the requirement from the previous inspection. The independent visitor is now ensuring that feedback from young people, professionals, and where appropriate parents and carers, is gathered as part of the monthly regulation 44 visits. The two recommendations from the previous inspection have also been addressed. One young person's bedroom has been re-decorated in a scheme of their choice and stakeholder views are now gathered and considered as part of staff appraisals. There has been one admission to the home since the last inspection. This was well planned and took full account of each young person's individual needs, behaviours, risks and vulnerabilities. It is still early days but initial impressions are that these young people are well-matched and are making sound progress, relative to their time in placement. Young people confirm that they feel safe and well cared for. Levels of supervision are high and the opportunity for young people to place themselves at risk such as going missing from home are minimised effectively. Well thought-out and relevant risk management strategies are outlined in each young person's care plans. These are fully understood and routinely implemented by staff who take their safeguarding responsibilities seriously. Young people benefit from clear and consistently applied boundaries and expectations. Positive behaviour and success is celebrated and rewarded using positive praise, affirmation and individually agreed treats. A proportionate and	

measured response that is based on encouraging young people to reflect and learn is taken to addressing negative behaviour. Sanctions are rarely used and the need for physical restraint is low. On the three occasions that physical restraint has been used it has been applied in a caring manner for the purposes of helping the young person keep safe.

One member of staff has been recruited since the last inspection and started work in December 2016. The member of staff confirmed that she underwent a rigorous and challenging interview procedure. She also confirmed that she had been well inducted to the home including introductions to young people and shadowing experienced staff on a number of occasions. Records presented by the manager confirmed that up-to-date references had been sought and verified. However, the date of the last criminal records check undertaken by the organisation was dated February 2016 and pertained to a previous application for employment at another home. Failure to complete these checks has the potential to compromise the safety of young people and undermines the integrity of what are generally very robust recruitment procedures.

Care planning and care practice is highly individualised. Each young person has an allocated keyworker and co-keyworker who coordinate their individual package of support. Young people's views are integral to this process and staff work hard to ensure their opinions, wishes and feelings are known, routinely considered and loudly represented. The manager is a strong advocate and is tireless in her efforts to ensure young people get the services and support they require, and will professionally challenge others if this is not forthcoming. This has resulted in one young person's placement being maintained because additional resources have been put in place to help manage their behaviour and keep them safe.

The home is run by an experienced and qualified manager who demonstrates a strong commitment to the young people in her care. She is well supported by a competent and highly experienced staff team who share the same strong child-focused values as her. Collectively they demonstrate a detailed understanding of each young person and take pride in how their efforts have contributed to the good progress young people make. Staff confirm that they are well supported in their day to day role and are provided with good opportunities to reflect upon and develop their practice. However, not all staff are being provided with regular formal supervision.

The manager has a good understanding of the strengths of the home, in particular the skills of her team, which are fully utilised. Each member of staff has an allocated area of responsibility which they are encouraged and supported to develop. For example, one member of staff has researched the complex but interesting background, culture and heritage of one young person and is using this information to educate colleagues and support the young person.

Information about this children's home

This service is one of three homes owned and managed by a private company. The home is registered to provide care and accommodation for up to two children with emotional and/or behavioural difficulties or children with learning difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/08/2016	Full	Good
02/02/2016	Interim	Improved effectiveness
20/05/2015	Full	Requires improvement
20/02/2015	Interim	Sustained effectiveness

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

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*. The registered person(s) must comply with the given timescales.

Requirement	Due date
The registered person may only employ an individual to work at the children's home if full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2 (Regulation 32 (2)(a)(3)(d)).	03/02/2017

Recommendations

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

- The registered person must have systems in place so that all staff receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care ('Guide to the children's homes regulations including the quality standards', page 61, paragraph, 13.2).

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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