

Children's homes - Interim inspection

Inspection date	17/03/2016
Unique reference number	SC387684
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Esland South Limited
Registered person address	3rd Floor, Butt Dyke House, 33 Park Row, NOTTINGHAM, NG1 6EE

Responsible individual	Lyndsey Sim
Registered manager	Sandra Furness
Inspector	Christine Kennet

Inspection date	17/03/2016
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 new registered manager at this home has made excellent progress and improvements in all areas. All of the recommendations made at the full inspection in November 2015 have been met. Young people's views are collated in a feedback file, within staff appraisals and staff probation reports. The registered manager includes young people's views in the recruitment process. They provide written and verbal comments on new staff after they complete a shadow shift and before they are recruited. The manager is considering how young people may be involved in preparing questions for recruitment and/or becoming part of the interview panel. The manager has established several new initiatives to seek young people's wishes and feelings. There are wishes and feelings forms available to young people and a post box located in the dining room where they can anonymously post them. One new staff member is taking forward new ideas to promote young people's meetings and make them more young people led. Key work sessions and preparing memory boxes are capturing more of the day-to-day work and activities taking place with young people. Young people are also being encouraged to be involved in contributing towards their risk assessments. Another example is young people's request forms, with actions taken and manager's comments. This has led to a water filter and new bike for the home. There have been a number of changes to the staff team since the last inspection. The deputy manager has taken promotion to manage another home. A new permanent senior staff has started and another is supporting from another home on a temporary basis. There are now three seniors supporting the manager until the deputy post can be re-advertised and recruitment can take place. Including the new senior there are two new staff recruited to the home and staff morale is high. Staff say they 'work well as a team', 'feel supported' and note their 'ideas are listened to'. Simple new initiatives brought by the registered manager are helping staff to be more effective. For example, an appointments book to keep key workers	

up to date with young people's commitments. In addition the homes development plan now shares responsibilities to all staff members. Regular team meetings take place where information is shared about young people and other important functions of the home. A noticeboard in the office contains staff news, positive notes and a poster of the 'employee of the month', chosen by the staff team. All these new initiatives have boosted staff morale and encouraged a more committed and motivated staff team.

External monitoring of this home is good. An independent person regularly visits the home and offers a good analysis of practice and recommendations for improvement. The Registered Manager responds to any recommendations made. This helps improve the service.

The review of care undertaken by the registered manager is completed every six months. This gives the manager a full oversight of the service and helps to identify where improvements are needed. Although the review is comprehensive there is a lack of focus on specific circumstances of the home.

Since the last full inspection, the home has admitted two young people and is currently planning a third. One young person has moved home since the full inspection and one young person remains at the home with an overall plan of moving on into semi-independence.

The registered manager makes good assessments of the impact that new admissions may have on existing residents prior to accepting placements. This supports the stability and priority of the young people already in the home.

Progress for young people continues to be good. One young person who was placed a long way from his home has been supported to move back to his family. An excellent transition plan included receiving on-going support by staff from the home. The other young person who has been in placement for some time receives good support to prepare for independent living. For example budgeting on an allowance and buying and preparing his own food.

Two new young people have moved to the home. While it is too early to comment on progress, early signs of positive transitions, good involvement and engagement, indicate that they have made a good start. Staff discussed in the team meeting the planned new admission, where the young person has had opportunity for two visits including an overnight stay prior to moving in. Staff have had time to ensure the room is ready and make plans for ongoing future services, such as education and therapeutic support.

Feedback from a new young person was very positive, 'my key workers are amazing, I'm very welcomed and loved by you all and I love it here.'

Safeguarding is at the centre of practice within the home. Young people benefit

from updated safeguarding policies, which includes a comprehensive radicalisation policy. Responses to young people missing from home or presenting risky behaviours are carefully monitored and reported. Strategy or placement stability meetings take place to ensure prompt sharing of information and to agree strategies to manage and prevent continued risk.

There is an excellent staff team working with young people, building relationships and talking to them about risks. Good risk assessments and analysis allow appropriate risks to be taken and managed to ensure young people are not prevented from becoming more independent or enjoying experiences. For instance helping a young person to develop their levels of independence and responsibility by allowing them later return times.

The hard work from the manager and staff team has resulted in excellent external links. The police child exploitation and missing from care teams work very closely with the home. For instance staff ensure they share risk assessments for young people who are at risk in these areas. The home also work closely with the safer neighbourhood police team, the youth offending team on reparation work within the home and the local child and adolescent mental health team.

Information about this children's home

The home is a residential home for up to four children and young people with emotional and behavioural difficulties. The home is operated by a private company and can offer planned, emergency and respite placements.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/11/2015	Full	Good
15/07/2014	Full	Adequate
15/07/2014	Full	Adequate
03/06/2014	Full	Inadequate

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):

- Ensure the registered person is responsible for deciding what each review should focus on, based on the specific circumstances of the home at that particular time and any areas of high risk to the children that the home is designed to care for, such as missing or exploitation. They will also consider what information or data recorded in the home will form part of the evidence base for their analysis and conclusions. There is no expectation that the registered person will review the home against every part of the Quality Standards every six months – registered persons should use their professional judgement to decide which factors to focus on. (The Guide to the Quality Standards, page 65, paragraph 15.4)

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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