

Children's homes - interim inspection

Inspection date	30/03/2016
Unique reference number	SC387784
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Stoke on Trent City Council
Registered person address	City of Stoke-on-Trent, Civic Centre, Glebe Street, Stoke-On-Trent ST4 1HH

Responsible individual	Susan Hammersley
Registered manager	Helen Malanaphy
Inspector	Matt Hedges

Inspection date	30/03/2016
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 judges that it has sustained effectiveness. Staff develop strong, supportive relationships with young people who are positive about the care they receive. This helps them to make good progress in key areas. For example, one young person's engagement in education has increased. They spend more time at the home and are increasingly able to reflect on their own behaviour - accessing support in a mature way. Another young person also engages extremely well at school. They showcase excellent skills around the home including cooking/baking, and are planning to train with staff to complete the 'Run for Life'. These achievements increase young people's self-confidence and help them to develop the skills they need as they approach adulthood. One young person has moved out of the home since the last inspection. This was at a time of significant distress. Despite this, the registered manager and staff team ensured that the young person felt well supported. This support continues, helping the young person to feel cared for and reducing their anxieties. A young person has very recently moved to the home. The registered manager planned this effectively, ensuring a smooth transition. The young person's social worker confirms this stating, 'I am really impressed with how the move was managed...The home is professional but made to feel like a home.' Some young people experience difficult periods when their anxieties increase. At times, this results in challenging or risk-taking behaviour. Overall, the registered manager ensures that staff respond well to these incidents. On one isolated occasion, she failed to adequately assess whether a young person was at risk of harm, or make arrangements to reduce this risk. In particular, she failed to ensure that there were sufficient numbers of staff to meet the needs of the young person. Furthermore, she did not ensure all staff had the qualifications and skills they required. Specifically, one member of staff was not trained in physical restraint. This had the potential to place them, and the young person, at risk. The relationships between staff and young people limited the impact of this shortfall. Records of physical restraint, 'consequences', and other measures of control are improving in some respects. As a result, the registered manager has met one of	

the two shortfalls identified at the last inspection. In contrast, staff continue not to record or evaluate the effectiveness or any consequences of the use of these measures. Furthermore, records fail to show that the registered manager has spoken to the user of the measure within 48 hours. These shortfalls reduce opportunities for staff to reflect on their practice and the impact it has on young people.

The registered manager ensures that leadership remains strong. She is aspirational for young people and is committed to developing the service offered to them. The registered manager has implemented a range of monitoring systems. Consequently, she is aware of the home's strengths and weaknesses. Significant advances in the quality of the independent person's visits also support improvement. However, there is often a significant delay before the registered manager receives the report of the visit. This does not allow her to make best use of the information.

The registered manager has developed strong relationships with families, and other professionals. This helps to develop the service and directly benefits young people.

Information about this children's home

The home provides care and accommodation for up to two young people with emotional and/or behavioural difficulties. The home is managed by a Local Authority.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/01/2016	CH - Full	Good
17/02/2015	CH - Interim	Improved effectiveness
27/11/2014	CH - Full	Adequate
04/03/2014	CH - Interim	Good progress

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
12. The Protection of Children Standard In order to meet the protection of children standard, with particular reference to risk assessment, the registered provider must ensure that staff: - (2) (a) (i) assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child.	13/05/2016
13. The leadership and management standard In order to meet the leadership and management standard, with particular reference to staffing and skills, the registered person must ensure: - (2)(c) that staff have the experience, qualifications and skills to meet the needs of each child (d) that the home has sufficient staff to provide care for each child.	13/05/2016
The registered person must ensure that within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes the effectiveness and any consequences of the use of the measure. (Regulation 35 (3) (a) (vii))	13/05/2016
The registered person must ensure that within 48 hours of the use of the measure, the registered person, or a person who is authorised by the registered person to do so ("the authorised person") has spoken to the user about the measure. (Regulation 35 (3) (b) (i))	13/05/2016

Recommendations

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

- Ensure that the registered person actively seeks independent scrutiny of the home and makes best use of information from independent monitoring (including under regulation 44). (The Guide to the Quality Standards, page 55, paragraph 10.24)

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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