

Children's homes – Interim inspection

Inspection date	05/09/2016
Unique reference number	SC389174
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Embrace New Horizon Centre Limited comp number 3849567
Registered provider address	Part ground floor & first floor, 2 Parklands, Rednal, Birmingham B45 9PZ

Responsible individual	Amanda Morgan-Taylor
Registered manager	Anna Satterthwaite
Inspector	Keith Riley

Inspection date	05/09/2016
Previous inspection judgement	Outstanding
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 outstanding at the full inspection. At this interim inspection, Ofsted judges that it has improved effectiveness. Children make excellent progress. Staff support them at their own pace so that they feel able to spend longer periods at the short-break service, for example over a full weekend. Children develop self-confidence. Staff work with other professionals, such as those in education, to successfully share social stories for children to work toward a common goal. Children are able to access meaningful and stimulating activities in the wider community, and some activities that were once thought to be impossible to achieve. The registered manager has introduced an activity outcomes sheet. Staff record what was 'great' and what was 'not so great' for each child. They review this in their team meeting to ensure that children have the best possible experience in the vast array of activities available to them, such as cycles for all, a trip to the country park or fun fair, trampolining, a boat trip and shopping. Staff are extremely diligent in holding each other to account. They report any ambiguities in records and other concerns to the registered manager. The registered manager considers all matters very seriously, consulting others when necessary. There is learning from mistakes, such as a medication error, with rigorous action taken to prevent recurrence. This is a culture where there is a genuine desire for self-challenge and continuous improvement. Staff are highly sensitive when listening to the voice of each child, especially those with communication challenges. They are attentive to what they are saying. An example is when a child said, 'cinema' at the breakfast table. Staff responded by making pictures of films currently showing in a nearby movie theatre. The child was able to choose a movie and go to see it that same day. Staff model excellent practice. They raise anything that troubles them, such as food intake. They communicate effectively with others, such as foster carers, to address the issues. There is success, for example supporting a child to eat properly by changing their voice tone at mealtimes. Another child was able to have his first haircut for some time. A placing social worker said, 'The staff team is highly motivated and dedicated to all the children. The children always appear to be happy and relaxed in the company of staff.'	

The registered manager takes responsibility for her personal development. She recognised the need to complete a professional qualification in autism and has now successfully completed the course to a high standard. She immediately applied her learning by developing autism profiles for individual children. Children on the autistic spectrum benefit from the detailed guidance for staff to support them with clear targets unique to each individual. The registered manager has specialist autism training booked for staff to further their knowledge. She has ambition to gain accreditation from a national body to recognise the autism specialism within the home.

The registered manager has implemented the previous requirement. She has reviewed the placement of a young adult in the home. Working with parents and health professionals, she devised a detailed transition plan. This was successful and there was a positive end to the placement.

The registered manager maintains relationships with young people after they have been discharged. In one case, this has meant a return to the home for a temporary period to re-establish the progress that had been made, such as in personal care. She is working exceptionally well in partnership with others. She talks to other professionals about how to inform a child of painful news and who is best placed to do this. She challenges other professionals, such as the local pharmacist, about how they need to supply emergency medication in a fixed dose to meet the needs of the individual child.

The registered manager has an excellent grasp of day-to-day care in the home. She reviews significant incidents and works hard to understand the underlying reasons. She reviews individual risk assessments and makes changes to the environment, where this is needed. She produces six-monthly statutory reports to Ofsted that are succinct, with clear reflection on the strengths and weaknesses of the home. She produces an action plan for the next six months, with children at the centre of practice.

The registered manager has a vision for the future development of the home. She has secured funding to make major alterations to enable the service to offer permanent places, as well as the short-break service.

There have been no complaints since the last inspection. A placing social worker said, 'I have not had any reason to complain about this home. Staff are very helpful and extremely caring. The manager always goes the extra mile and this attitude is reflected throughout her staff team.' One teacher said to staff, 'Thank you for sending (Name of child) to school so happy today. I have never seen her so happy and excited.'

No requirements or recommendations are made as a result of this inspection.

Information about this children's home

This home is registered to provide care and accommodation for up to eight children with learning and/or physical difficulties, on a short-break or bridging placement. It is privately owned by a large organisation. It is one of three homes in the nearby locality owned by the same company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/01/2016	Full	Outstanding
19/10/2015	Interim	Improved effectiveness
02/01/2015	Interim	Sustained effectiveness
25/07/2014	Full	Good

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 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply with the given timescales.

Requirement	Due date

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 'Guide to the children's homes regulations including the quality standards'.

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