

Children's homes - interim inspection

Inspection date	19/10/2015
Unique reference number	SC389174
Type of inspection	Interim
Provision subtype	Children's home
Registered person	New Horizon Centre Limited
Registered person address	European Care Group, 2 Parklands, Rednal, BIRMINGHAM, B45 9PZ

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

Inspection date	19/10/2015
Previous inspection judgement	sustained effectiveness
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 improved effectiveness. The Registered Manager is demonstrating exceptional leadership. She places children at the centre of practice. An example is swapping her office and the games room so children enjoy a much more comfortable environment. She inspires her team to provide the best quality care. She is robust in challenging any concerns about poor performance. Other professionals describe her as inspirational. Staff say they feel valued and she is generous in her praise. She makes them feel appreciated. Parents describe her communication as excellent. The organisation have recognised her leadership skills and awarded her manager of the year. There is a culture of excellence. Staff aspire to give children the best possible short breaks or bridging experience. They feel free to challenge their peers and discuss practice with the Registered Manager, who listens carefully. She takes swift and robust action, in agreement with other professionals, if any safeguarding concerns arise. Responses are robust and proportionate, keeping everyone safe while she follows the necessary procedures. There is learning that informs practice, such as making morning and evening routines more succinct and reviewing the words used when communicating with a child with communication difficulties. There have been improvements to the environment, such as the refitting of bathrooms to a high standard. One significant investment is the provision of a hot tub. Children have tremendous fun while benefiting from the health advantages. The manager ensures its use is underpinned by a thorough risk assessment so all children, who want to, can use it. The Registered Manager has responded effectively to the previous recommendations. Health professionals now approve and sign all health protocols, for example, a paediatric diabetes nurse specialist signed the relevant management plan. The manager has developed a system to monitor incidents more thoroughly. There is much simpler recording processes and excellent cross-referencing. Records are accurate. She identifies trends. Practice is informed. She has appointed team leaders who deputise in her absence. She ensures they are	

available for management duties when she is not in the home.

The Registered Manager listens and responds to the views of the independent visitor. She welcomes inspection and professional challenge to improve the service. An example is the strengthening of the protocols for medication prescribed 'as and when required'. Staff are clear when the presenting issues indicate a child needs their medication. Another example is improvement to formal supervision. The Registered Manager has developed a system so all staff, whether full-time, part-time, bank or on probation, have the right supervision at the right time. Staff have the right support in a timely fashion.

Children have a strong voice. Staff have consulted extremely well with children, some with severe communication difficulties, since the last inspection. There is excellent practice such as using the language of their favourite cartoon character to communicate. Children asked for a hot tub and got one. Staff painted the lounge a particular colour at their request. They painted a mural of characters on the wall of the new games room that the children asked for. They provided various equipment, such as a new play-station, television in a bedroom and more footballs.

Children have a wonderful experience in the home and make excellent progress; a child was able to tolerate a haircut without any prompts, a child's diet improved significantly, a child's personal care improved considerably. There is excellent practice, for example, a child enjoyed a meal prepared for him so much that staff added the preparation of this particular meal to the independence targets. A placing social worker said, '(Name of child)'s behaviour improved since attending. He is settled, happy and responds well to staff. There has not been an incident since attending'. Another social worker commented, 'Every time I visit he has developed a new skill.' A parent said, '(Name of child) sees it as a home from home, she feels safe and secure and is able to gain some independence'.

The Registered Manager gives safeguarding top priority. She has introduced a fire drill practice matrix. This ensure all children who access the service experience a trial evacuation. Specialists, such as experts in autism, inform personal emergency evacuation plans. Other professionals, such as a clinical psychologist, contribute to behaviour management plans. Proactive and reactive strategies are in place. Staff document any incidents meticulously. The Registered Manager identifies triggers to avoid a recurrence.

Parents and other professionals speak most positively of the staff and their relationships with the children. They describe the care provided as 'brilliant, amazing and supportive.'

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 young people, 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
02/01/2015	CH - Interim	sustained effectiveness
25/07/2014	CH - Full	Good
07/01/2014	CH - Interim	Satisfactory Progress
09/09/2013	CH - 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 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
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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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