

Children's homes - interim inspection

Inspection date	19/01/2016
Unique reference number	SC391594
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Pathway Care Solutions II Limited
Registered person address	14 Regent Street, NOTTINGHAM, NG1 5BQ

Responsible individual	Peter Vallelly
Registered manager	Stephanie Skinner
Inspector	Shaun Common

Inspection date	19/01/2016
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 Sustained Effectiveness. At the last inspection of the home in October 2015, two requirements and two recommendations were made. All have been fully addressed. This demonstrates the home's commitment to improve the quality of care provided. Information relevant to young people's care is requested and acquired from placing local authorities. The balance of experienced and qualified staff on duty is appropriate to meet young people's needs. Seven staff are qualified and seven are undertaking a relevant qualification. The children's guide has been updated with the contact details for the Office of the Children's Commissioner and any admission is assessed in relation to the impact on young people already living in the home. Young people feel safe. They continue making good progress and have good experiences. Young people were seen to have positive relationships with the manager and staff and spoke highly of them. One young person stated, 'They listen to me and believe me, and no-one has done that before.' The young person said they are very happy and feel they are doing really well. The home's environment is pleasant, homely and comfortable and appropriate for the needs of the young people. A young person said she had been able to choose the décor for her room and is happy with it. The young person said she was not happy with some of the doors. Her bedroom door did not close properly and two other doors in the home slam shut when let go of. The manager was made aware of these and agreed to have them repaired/maintained as soon as possible. The inspector noted that in the kitchen, a file belonging to a young person had been left on the bench. This was pointed out to the manager who advised that a staff member has just left in a hurry and had forgot to secure the file. The manager secured the file and reminded all staff of their responsibilities in ensuring young people's information is stored securely at all times. There are good arrangements for admissions to the home and helping young people settle in quickly. Although there have been no new admissions since the	

last inspection a young person shared their experience of coming to the home with the inspector, saying that staff were welcoming and caring. Placement plans are known and implemented by staff to ensure young people are well cared for and make progress.

None of the young people are at the stage where they are ready for transition to other services or living independently. Arrangements are in place to support and prepare young people for adulthood and close links forged with placing authorities so that initial thinking and planning for young people's future lives is underway. Advice and guidance is provided to young people which is age-appropriate. For example, opening a bank account and self-care skills relevant to their needs.

Young people know how to make a complaint. There has been one complaint since the last inspection. This was dealt with in a timely manner and the young person's social worker was asked to investigate. The record of the complaint indicates the details of the concern, but does not contain the actions taken, the outcome and whether the young person was happy with the findings or wished to progress to the next stage of the home's procedures. The information about the actions and outcome from the social worker was in an email kept separately by the manager and not evidenced in the formal record. The home's procedure is for the most part appropriate for the needs of young people and those wishing to complain on their behalf. It does not make it explicit that anyone subject of a complaint will not be involved in the investigation, and that records should be kept in line with regulations. Some of the language is not plain English and may not be easy for young people to fully understand.

There has been one child protection concern since the last inspection. This matter is being managed appropriately in line with procedures and was notified to Ofsted. Processes show that the home helps young people to stay safe.

There have been no incidents requiring the use of physical restraint or where young people have gone missing. Recording processes are available for any incidents. The manager has made improvements to risk assessments since the last inspection. These have now been condensed from a significant number of documents that individually detail each risk for each young person, to one document. This clearly sets out the risks to young people, and staff feel that these are much easier to follow and implement. This assists staff to more easily understand the risks to young people and to be able to more effectively implement the strategies to help keep young people safe.

The home has positive relationships and effective partnerships with relevant professionals, agencies and services. Regular and purposeful communication and partnership working ensures services such as health and education work with staff to deliver effective care to young people.

Information about this children's home

This privately owned home provides care and accommodation for up to three children and young people with learning difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/10/2015	Full	Good
18/03/2015	Interim	Improved effectiveness
29/01/2015	Full	Good
28/01/2014	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
6. – (1) The quality and purpose of care standard is that children receive care from staff who- (a) understand the children's home's overall aims and the outcomes it seeks to achieve for children; (b) use this understanding to deliver care that meets children's needs and supports them to fulfil their potential. (2) In particular, the standard in paragraph (1) requires the registered person to- (c) ensure the premises used for the purposes of the home are designed and furnished so as to- (i) meet the needs of each child Specifically, ensure that all young people's bedroom doors close properly and fully to provide them with the security they need and; ensure that all door closers are maintained and then monitored to ensure they close appropriately without slamming	29/02/2016
Ensure children's case records are kept securely in the children's home during the period when the child to whom the case records relate is accommodated there (Regulation 36(2)(c))	29/02/2016
Review and revise as required, the complaints procedure for considering complaints made by or on behalf of children; Specifically, that the procedure provides that no person who is subject of a complaint takes part in its consideration or investigation, except at the informal resolution stage if the registered person considers it appropriate, and, the procedure is in a format that can be understood by children.	29/02/2016

Ensure that a record is made of any complaint, the action taken in response and the outcome of any investigation.	
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(Regulation 39(2)(3))

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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