

Inspection report for children's home

Unique reference number	SC396104
Inspector	Anthony Kyem
Type of inspection	Full
Provision subtype	Children's home

Registered manager	Christine Barry
Date of last inspection	06/03/2014

Inspection date	24/10/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

This inspection	
Overall effectiveness	outstanding
Outcomes for children and young people	outstanding
Quality of care	outstanding
Keeping children and young people safe	good
Leadership and management	outstanding

Overall effectiveness

Judgement outcome	outstanding
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Young people benefit from exceptionally well planned, highly personalised care, that promotes their needs very effectively. Care planning and practice is highly individualised to meet the needs of individual young people. Young people enjoy exceptionally good relationships with staff and they sustain their positive attachments. Young people are kept safe and they have a very strong sense of personal safety.

The views of young people are central to how the home operates and develops its practice. Staff involve young people in key decisions so they are able to contribute to and influence all aspects of their care and support. The home promotes young people's participation and routinely involves them in the running of the home. As a result, young people feel their views, wishes and feelings are acted upon.

Young people report, 'I actually trust them here and I find it hard to trust people. I have started to get the help that I need. It's just nice and the staff are really friendly and they understand you. I play the guitar and I really enjoy it. The best thing is the support you get. I don't want to leave. They never let you down. They're always there and they've always got time for you.'

The manager exercises strong and effective leadership of the home's staff and

operation. They have a positive understanding of the home's strengths and they tackle identified weaknesses, to secure improvement. The performance of the home is monitored efficiently and effectively, in way that improves outcomes for young people.

A social worker reports, 'I have two young people at the home and I cannot underestimate how fantastic the staff are. They're a very sensible group of staff who risk assess everything particularly well. Both of my young people have absolutely thrived since being placed there. The opportunities for young people are immense. They go above and beyond what one expects. It's very seldom that I see young people so settled in a residential placement. I highly recommend them. One of my young people in particular doesn't want to leave. He's made his connections there. They're incredibly settled.'

There are no breaches in regulation. There are two recommendations made, for the home to address. These relate to the involvement of young people in staff appraisal and providing staff with appropriate training on e-safety.

Full report

Information about this children's home

This is a private home that provides care and accommodation for up to five young people of the same gender with emotional and/or behavioural difficulties. The home specialises in providing a therapeutic service for young people.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/03/2014	Interim	good progress
26/09/2013	Full	good
21/01/2013	Interim	satisfactory progress
19/06/2012	Full	good

What does the children's home need to do to improve further?

Recommendations

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

- ensure there is a good quality learning and development programme which staff are supported to undertake. This relates specifically to providing staff with appropriate training on E-safety (NMS 18.1)
- ensure all staff have their performance individually and formally appraised at least annually and this appraisal takes into account the views of young people who use the service. (NMS 19.6)

Inspection judgements

Outcomes for children and young people **outstanding**

Young people make exceptional progress in relation to their individual starting points, across all aspects of their welfare, physical, social, emotional and behavioural development. Young people make exceptional progress to develop a positive self view. They develop self-confidence, skills and emotional resilience so they can cope with lives challenges and overcome them. Staff help young people make sense of their past and they support them to move forward and plan for the future. Young people benefit from good role models in staff, they can look up to and learn from.

Young people are registered with doctors, dentists and opticians so they have prompt access to these services, when they need them. Young people attend their routine health appointments with general support and encouragement from staff. Young people have access to specialist support to promote their emotional and psychological well being. A social worker reports, 'Those that have access to therapy are advantaged here as their progress is accelerated.'

Medical consent is in place and staff are clear about what health decisions and responsibilities are delegated to them. Young people's medication is stored and administered safely, by staff. Young people are taught about key health issues so they lead and maintain a healthy and active lifestyle.

Young people benefit from excellent attendance at school or alternative educational provision. Some young people are educated on site at the home's own independent school. The school was previously judged outstanding. The home maintains highly effective partnerships with teaching staff to promote young people's learning. A parent reports, 'When my child went into the home he didn't want to go there, at first. He didn't attend school. With the support from staff he has turned things around and attends school every day and is now sitting his GCSE'S and wants to attend college.'

The educational achievement of young people is exceptional, taking into account both their attainment and progress in relation to their individual starting points. Staff have consistently high aspirations of young people. Young people enjoy and achieve. The home actively promotes exceptionally good, educational outcomes for them. Social workers report, 'I always get weekly updates for social care and education. He is so capable and I am very impressed with the home, so far...The children are well cared for and educated with the support of specially trained staff. The young person is achieving outcomes much higher than what was expected. The young person has good work ethics and is achieving.'

The home actively promotes contact so young people are able to maintain their close relationships with the people who are most important to them. Young people are

allowed to take appropriate risks to promote their growth and natural development. Young people develop their practical skills, such as shopping, cooking and budgeting. Young people benefit from exceptional support to promote their readiness for independence. For example, eligible care leavers are involved in training, college or employment to promote their economic well-being

Quality of care

outstanding

Young people feel able to contribute to the running of the home. Young people are involved in key decisions and their views are central to all aspects of how the home operates and develops its practice. Staff are creative and imaginative in finding ways to support young people. Staff have established highly effective partnerships with other professionals and the families of young people. A social worker reports, 'They're very good at being creative and they support contact through an activity based programme. Care is very individualised.'

Young people know how to make a complaint and their rights are promoted very effectively. There have been no complaints since the previous inspection. No complaints or concerns were raised by young people during this inspection. Young people's views about their care and their relationships with staff, are consistently positive. Young people benefit from positive relationships with staff and with each other.

A parent reports, 'I cannot praise staff enough. He's come on leaps and bounds. He's thrived there and it's a pleasure to see him growing in every aspect. They've been so helpful especially, the manager. The one thing that stands out for me is the trust he has with the manager. I cannot praise them enough.'

Young people benefit from exceptionally well planned, highly individualised care, that promotes their needs very effectively. Care planning and practice is highly personalised to meet the needs of individual young people. Young people's needs arising from personal identity, age, gender, race and ethnicity, are all positively addressed as part of care planning and daily living.

Young people benefit from a diverse range of constructive and enjoyable activities. These include, trips out, knitting, music lessons, free running, various arts and crafts, cooking and army cadets. Young people develop their skills, friendships and self-confidence, as result of their participation. Young people's recreational and leisure needs are actively promoted. Young people develop their own positive interests and hobbies.

Young people benefit from a warm, comfortable and homely environment. The quality of young people's accommodation is outstanding. The home is decorated and furnished to very high standards for young people. Young people's bedrooms are extremely personalised in accordance with their individual needs and wishes. The

location of the home provides young people with easy access to local amenities. Consequently, young people can access to a range of services of potential interest to them.

Keeping children and young people safe **good**

Young people are protected from abuse and all other forms of significant harm. Staff are trained in child protection so they know how to deal with allegations and report suspected abuse. Staff would benefit from training on E-safety to further strengthen their existing child protection practice. There have been no allegations of abuse or referrals to the children and young people's services. Visitors to the home are chaperoned and there is strict monitoring of such people. Staff employed to work with young people are selected and vetted carefully, to protect young people from unsuitable people.

Staff consistently place the welfare and safety of young people at the centre of their practice. They demonstrate a positive understanding of safe working practice. The use of clear risk assessment and pro-active safeguarding practice ensure young people, including the most vulnerable, are not at risk of harm. Young people are kept safe and they have a strong sense of personal safety. Young people rarely go missing from the home, and if they do, there are effective arrangements to promote their safe return.

Young people's positive behaviour is promoted. There have been no restraints since the previous inspection. The use of restraint, if used at all, is only ever used to protect young people from accident, harm or injury. Young people are routinely rewarded for their achievements and the use of sanctions are kept to an absolute minimum. Staff help young people maintain their positive and constructive relationships and they protect young people from intimidation, harassment and bullying.

Young people benefit from a physically safe and appropriately secure environment. Health and safety matters are managed effectively. The home has completed a safer location review to ensure the location of the home is safe and suitable for young people.

Regular health and safety checks ensure the home is kept free from potential hazards to young people's safety. There are regular fire drills so staff and young people are familiar with and know how to follow the home's emergency evacuation procedures. Consequently, they know how to evacuate the premises safely and effectively.

Leadership and management **outstanding**

The home employs an experienced, well trained and qualified registered manager. The manager has been in post since July 2009. The manager stimulates staff's enthusiasm and they channel their efforts very effectively. The manager communicates high expectations to staff. They are energetic and ambitious about continuing improvement. The manager exercises strong and effective leadership of the home's staff and operation. They ensure the home is managed in way that delivers improved outcomes for all young people. Young people benefit from a home that is managed extremely efficiently and effectively.

The manager has a exceptionally good understanding of the home's strengths and they tackle identified weaknesses systematically, to secure improvement. They routinely make good use of the home's rigorous monitoring activities to promote positive outcomes for young people. The manager is extremely passionate about their role and they strive to achieve the best possible outcomes for young people. Written development plans are in place to promote the home's continuing development and improvement.

Recommendations from the previous inspection have been acted on to further improve, the quality of young people's care. The home meets the aims and objectives of its Statement of Purpose, comprehensively. The home can demonstrate the positive difference it has made to the lives of young people and it can evidence how their outcomes have improved, considerably. The home has a proven track record based on its performance and its previous inspection history.

Feedback from parents and other professionals is consistently and exceptionally positive. A social worker reports, 'The team are continually looking at ways to improve their services. Their ability to work together with a range of organisations and families is remarkable...Working together is excellent.'

Young people benefit from sufficient numbers of well trained, experienced, committed and dedicated staff. Staff have access to high quality training to further develop their skills, knowledge and professional practice. Staff benefit from effective support, appraisal and regular professional supervisor. New staff benefit from a very well planned induction. However, young people are not involved in staff appraisal to give them the opportunity feedback on their performance. This has not had a negative impact on young people.

The home has appropriate systems to alert the host authority, in line with regulation, of the admission and discharge of young people. Significant incidents are notified to the appropriate authorities promptly, to ensure appropriate action can be taken, as result. There are no breaches in regulation.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

Information about this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.