

SC396104

Registered provider: Full Circle Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run children's home offers care and accommodation for up to six young people who may have emotional and/or behavioural difficulties.

The home is run by an experienced registered manager.

Inspection dates: 25 to 26 September 2018

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	good
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The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 12 July 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/07/2017	Full	Good
15/03/2017	Interim	Sustained effectiveness
20/10/2016	Full	Outstanding
16/03/2016	Interim	Sustained effectiveness

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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 within the given timescales.

Requirement	Due date
The registered person must notify HMCI and each other relevant person without delay if— (a) a child is involved in or subject to, or is suspected of being involved in or subject to, sexual exploitation; (b) an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious; (c) there is an allegation of abuse against the home or a person working there; (d) a child protection enquiry involving a child— (i) is instigated; or (ii) concludes (in which case, the notification must include the outcome of the child protection enquiry); or (e) there is any other incident relating to a child which the registered person considers to be serious. (Regulation 40 (4)(a)(b)(c)(d)(i)(ii)(e))	05/11/2018

Recommendations

- The process that the registered person puts in place to enable the regulation 45 review to take place, should allow for a report to be generated at least once every six months. The generated report should be sent to Ofsted and the placing authority of the children in the home who are looked after children. ('Guide to the children's home regulations including the quality standards', page 65, paragraph 15.3).

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Young people's lives are enriched within this home. Exceptional care planning means that every aspect of the young person's unique self is encouraged and supported to thrive and develop in this positive and consistent environment. Young people grow in confidence and self-esteem and aspire for success in their future.

Educational attendance and attainment are excellent. Young people attend the onsite registered school and study a full curriculum. Year 10 and 11 students have fantastic opportunities to develop essential work skills through bespoke work experience partnerships, developed by the teaching staff. Examples of work experience include farming, plastering and tyre-fitting. Young people enjoy educational success, with many gaining GCSE and AQA qualifications. This is a tremendous achievement because many young people attending this service have a previous history of educational disruption and non-attendance.

Contact with family and friends is highly supported. Families are regularly invited to barbeques, activities and coffee mornings to discuss their young person's progress. Additionally, families are welcomed to visit and join in decorating their child's bedroom or to enjoy a meal that their child has cooked using the independence facilities. Contact plans are regularly updated with young people. Each young person has their individual plan laminated on their bedroom noticeboard alongside telephone numbers and contact details for important people in their lives. Consequently, young people stay connected to those important to them. The dedication and commitment shown by staff helps to ensure that contact is positive and valuable. As a result, young people maintain their sense of identity, self-worth and value.

Young people are supported to take on the challenge of new activities. A weekly programme of activities includes attending the gym, day- and night-fishing, football, cycling and attending concerts. Young people develop in confidence and social skills and this helps them to make and sustain friendships within the community. Photographs displayed in the home are a testament to the unique and valuable experiences and memories that young people have at this home.

Healthcare is prioritised within the home. Young people are provided with additional external support from a variety of agencies, including counsellors, the youth offending service, advocates, anger management services and the children looked after nurse. Young people engage with services where appropriate to their needs. This means that they receive the best help and support to make effective changes in their lives.

Genuine relationships between staff and young people are formed. Staff understand young people's personalities, likes and dislikes and triggers for emotional distress. Therefore, young people's individuality is respected and woven into the day-to-day functioning of the home. Young people's views and opinions are appreciated, promoted and valued in this home. Opportunities for individual and group discussions are available

on a daily basis. In addition, young people complete in-house surveys that are directly linked to both staff development and the overall continued development of the home.

The home is maintained to a very high standard. Each young person has their bedroom professionally decorated in a style of their choice. For example, one young person has a solar system bedroom, while another has a professional football club themed bedroom. The home offers ample space, including a homework area, quiet room and a purpose-built independence suite.

Planning for independent living is significantly improved. Young people working towards independence now have a bespoke plan specifically developed to address their individual needs. This includes the full use of the independence suite, where they learn essential skills, such as budgeting, shopping, preparing and cooking meals, laundry and independent travel. Progress is routinely monitored and reviewed with young people, with next steps consistently put into place. This means that young people develop crucial skills that are necessary for success as they move on and start a new chapter of independence in their lives.

How well children and young people are helped and protected: outstanding

The safety and protection of young people are exceptionally well managed. Up-to-date risk assessments are developed in consultation with social workers and therapists to ensure that all eventualities are considered. Consequently, young people's risk-taking behaviours are consistently monitored and evaluated in accordance with their risk management plan. When risks are deemed to have increased or, indeed, where a specific change in behaviour is identified, staff take effective action to address these concerns and update the management plan. Consequently, young people's risk-taking behaviours are significantly reduced while living in this home.

Although there are no instances where young people have been missing from home, missing from care risk assessments and action plans are in place. This precautionary measure means that staff are vigilant and ensure the continued protection of young people resident in the home.

Since the last inspection on 12 July 2017 there has been one minor use of a physical intervention used to guide a young person away from a situation. All staff are trained in the use of physical intervention. A staff member said, 'We always work through the de-escalation and redirection plans for young people in order to avoid the use of a physical intervention.' Records confirm that, on the whole, de-escalation techniques are successful and the use of intervention is minimal. When behaviours have escalated, the home maintains a detailed record, which is shared with external professionals in order to re-evaluate the suitability of behaviour management techniques.

There are no child protection concerns within the home. Behaviour management plans are developed in partnership with the youth offending service, and health and educational professionals. This means that a consistent approach to all behaviours is applied at all times. Young people receive sanctions that are fair and proportionate and

suitable to their age and understanding. Similarly, young people receive consistent praise and reward for their good behaviour and for the excellent progress they make toward their individual goals.

The effectiveness of leaders and managers: good

The home is currently going through a period of change at company and director level, bringing about some uncertainty and anxiety for staff. The registered manager and staff are working hard to ensure that any future changes for the provider company are completed smoothly and without impact for the young people currently resident.

The home is managed by a registered manager who has worked within the home for over nine years. She has a wealth of experience within the field of emotional and behavioural difficulties and is qualified at NVQ level 7. She is well supported by senior care staff who are qualified at NVQ level 5 and a very experienced and consistent care staff team who are all qualified at NVQ level 3.

The work undertaken with the young people accommodated in the home is based on two theoretical frameworks: attachment theory and the aetiological model of risk. The consistent use of these theories in practice enables the staff to plan the care of young people, considering the impact of life experiences and abilities. Staff work hard to ensure that young people are included and offered experiences and life chances compatible with their peers. This positive and proactive response enables young people to grow in confidence and self-esteem and try out new opportunities, thus gaining a true sense of achievement. A social worker said, 'Staff consistently work over and above to meet young people's needs.'

Young people live in a home that is managed in their best interests. The home meets the aims and objectives of the statement of purpose, and young people, social workers and families are clear about the service and support the home provides.

Exceptional external monitoring systems provide the home with a clear approach to the overall monitoring of care. These detailed records highlight areas for development including the refurbishment of the home, which has now been agreed. The manager's action plan demonstrates that consistent and effective action is taken with regard to recommendations made by the external visiting officer. However, regulation 45 internal monitoring reports are not always received by Ofsted in accordance with timescales. Therefore, a bi-annual review of the home's overall developments and achievements cannot be routinely undertaken by the regulatory body. A recommendation is made to address this matter.

Staff receive consistent and relevant training which ensures that they have appropriate knowledge in the care and management of complex young people. A children looked after nurse said, 'The registered manager always contacts the team when there is a new referral to the home. We provide bespoke training to all staff prior to a new admission. This makes sure that staff have a good understanding of the young person's needs.'

Staff receive a high level of consistent support from the dedicated and committed registered manager. The strong, committed and skilled team aspires towards, and achieves, consistent positive outcomes for young people.

The manager is aware of the procedure for notifying Ofsted of incidents under Regulation 40. However, one incident that resulted in a young person being admitted to hospital has not been reported to Ofsted as required. A requirement is made to address this matter and to ensure that notifications are submitted to Ofsted in accordance with regulation 40.

At the last inspection in July 2017, one requirement and two recommendations were made to improve practice within the home.

The registered manager has suitably addressed the requirement and was able to demonstrate how she has challenged providers effectively, particularly when paperwork is delayed or incomplete. Likewise, education, health and care plans are now received from placing authorities in accordance with care planning standards. This ensures that young people with a plan of independent living understand their plans and the work that is to be done to help them achieve their individual goals. The previous recommendation regarding the timely submission of regulation 40 notifications is not met. Consequently, a requirement is made to address this matter.

The manager and staff demonstrate commitment to developing and improving practice. The effectiveness of this approach is measurable in the progress that young people make from their initial starting points.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC396104

Provision sub-type: children's home

Registered provider: Full Circle Care Limited

Registered provider address: The address is the same as the children's home address, so is not included.

Responsible individual: Kalvinder Bains

Registered manager: Christine Barry

Inspector

Maria McGranaghan, social care inspector

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