

Children's homes inspection - Full

Inspection date	19/10/2015
Unique reference number	SC396721
Type of inspection	Full
Provision subtype	Children's home
Registered manager	Claire Peate
Inspector	Julian Mason

Inspection date	19/10/2015
Previous inspection judgement	Sustained effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Outstanding
The children's home provides highly effective services that consistently exceed the standards of good. The actions of the home contribute to significantly improved outcomes for children and young people who need help, protection and care.	
how well children and young people are helped and protected	Outstanding
the impact and effectiveness of leaders and managers	Outstanding

SC396721

Summary of findings

The children's home provision is outstanding is because:

- The young person feels respected, very safe and secure in the home and by the staff who look after her.
- The young person is making excellent progress in comparison to her circumstances on arrival.
- Significant emotional and behavioural difficulties have reduced over time.
- The young person experiences exceptional individual support, guidance and advice that consistently matches her agreed plan of care.
- Care and support is planned, coordinated and delivered to a consistently high standard.
- The young person's physical and emotional health and well-being has improved.
- The young person is doing very well at a local mainstream school because educational attainment and achievement is valued and strongly promoted.
- The young person's views, wishes and feelings are central to how the home operates which helps shape the way staff organise the day-to-day routines.
- Staff have a positive outlook and have high expectations for the young person. They have a clear focus on the necessary goals and outcomes needed for the young person to successfully move on in a planned way.
- Professionals are extremely positive about the quality of care and support the young person receives and the progress being made.
- Leadership and management are highly effective. The team are motivated, supported and empowered to do their very best for the young person.

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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None

Full report

Information about this children's home

This children's home is registered to provide care and accommodation for one young person with emotional and/or behavioural difficulties and/or learning disabilities. The home is operated by a private company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/03/2015	CH - Interim	Sustained effectiveness
17/12/2014	CH - Full	Good
25/03/2014	CH - Interim	Good progress
19/11/2013	CH - Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Outstanding
The young person is making significant and sustained progress since arriving at the home. She experiences and benefits from a stable, long-term placement that is solely focused on meeting her needs. Excellent progress has been made in key areas of the young person's life that are linked to physical health, emotional well-being, education, behaviour and relationships. The young person is very positive about her experiences and the relationships she has with her key worker, the manager and wider staff team. Lead professionals are equally upbeat about the service and the positive impact the home has had on the young person's life. The young person's all-round health improves as a result of the focussed interventions provided by the home. Improved diet, exercise and fitness are all areas that have impacted positively on health and well-being. Strong partnership working with in-house therapists and the local child and adolescent mental health service (CAMHS) has helped to significantly improve emotional and psychological health. For example, planned interventions have resulted in the young person being able to fulfil her aim of not needing to take prescribed medication any longer. Progress has been made to the point where CAMHS involvement is no longer needed. The young person is being effectively prepared for her transition from this solo placement into a group living home. This is because of the very personalised and skilled support provided. The young person recognises her improved self-esteem and the practical and emotional skills gained while living at the home. This has allowed her to live positively with others and to counter longstanding attachment difficulties. This confidence and growing maturity has empowered the young person in a way that has helped her plan for her future. High levels of engagement and consultation result in the young person feeling that she is listened to and that she has a stake in the home and how it is run. Consequently, the young person has developed a confidence in her ability to make requests and suggestions about her own care and support needs. Because of this, the young person is learning to express her thoughts and feelings in a positive manner. The young person's sense of belonging and feelings of safety and security have been enhanced considerably since arriving at the home. The young person participates fully in a range of positive activities in and outside the home. Effective and trusting relationships mean that the young person engages well with staff. This enables her to explore and develop hobbies and	

interests and to take advantage of opportunities to participate in enjoyable leisure activities. The young person is also fully supported to stay in-touch with people in their lives who are important to them. Staff pay particular attention to what the young person has to say about these arrangements to ensure everyone is happy and feels comfortable. Staff are very good at helping the young person deal with anxieties and emotions that relate to family contact and previous experiences.

The young person's attendance and attainment in education is exceptional given her previous difficulties and experiences. The young person has a near 100% attendance record at a local mainstream school. She is achieving in line with her own expectations and that of teachers and carers. There is a strong and supportive culture in the home; expectations are high in terms of what the young person can achieve. Support is consistent in terms of completing homework, revising for exams and supporting an extra-curricular timetable to help improve predicted GCSE grades in some subjects. The young person can readily identify where this has already helped her potentially achieve better exam results next year. The young person is on track to achieve numerous GCSE passes in a range of subjects. Because of these circumstances, the young person can confidently plan ahead by identifying the next steps towards her chosen career path.

The young person is being very well supported and practically prepared for independence based on her circumstances and future plans. She engages in meaningful activities and rehearses the practical skills needed to meet the challenges she will face as she moves towards young adulthood. For example, she learns to plan and prepare meals, behave safely, improve self-care skills and be more socially responsible. Staff are always looking at ways to safely increase the young person's personal responsibility and independence, as well as promote more opportunities to make friends and form appropriate relationships outside of the home. Because of this excellent approach, the young person builds confidence and takes many positive steps towards independence.

	Judgement grade
How well children and young people are helped and protected	Outstanding
The young person feels very safe and comfortable in the home. Staff regularly talk to the young person about keeping herself safe. They help identify and promote self-awareness and ways to stay safe. The manager and staff team have a clear focus on potential and actual risks facing the young person. Relationships and interactions are closely monitored. Staff adjust and adapt their practice to ensure risks are minimised and the young person's welfare is promoted. This approach has successfully countered the young person's potential vulnerability to being exploited. Staff know what to do if they are concerned about a young person. This is because	

they are trained in child protection procedures and understand that their core duty and responsibility is to keep everyone safe.

The young person is protected by safe recruitment, selection and vetting practices for all new staff. The home has a clearly defined system in place that ensures all necessary checks have been completed and are acceptable prior to any staff member starting work in the home. There are effective systems in place to monitor and maintain good standards of health and safety. This includes ensuring domestic services and equipment are checked and serviced regularly, fire prevention systems are in good working order and the home's environment is free from unnecessary hazards or risks. The young person lives in a home where her health and safety is promoted exceptionally well.

The use of social media is monitored closely and incorporated into the range of discussions that staff have with the young person about personal safety and potential risks. Because of this focus, the young person's online safety is continually assessed, balancing any risks with the need to promote appropriate levels of independence and autonomy.

Overall, the young person behaves well and states that staff are fair when they discuss her behaviour. She understands how to gain rewards and praise, which happens often. Staff provide practical, sensible support to the young person who sometimes needs help with her behaviour. The manager provides excellent support to the staff team, which helps them promote consistent boundaries. Individualised behaviour management plans that the young person helps devise further supports this approach. Where the young person's behaviour needs to be challenged, proportionate responses are made. This sometimes includes the use of formal sanctions but these occasions are infrequent. Physical interventions are very rare and have not been necessary for some time.

The young person does not go missing from care or have unauthorised absences. Staff provide an environment where the young person is able to manage her behaviour in safer ways. Agreed working practices with external agencies ensure that staff can respond immediately should a young person go missing. This includes following a multi-agency protocol for missing young people as well as following individualised trigger plans, which are in place for the young person.

	Judgement grade
The impact and effectiveness of leaders and managers	Outstanding
Young people live in a home that is highly effective and efficiently managed. The manager is very experienced, skilled and qualified and has been registered with	

Ofsted for a number of years. She also manages another registered children's home located close by. Her time is shared between both homes depending on the needs, demands and circumstances of each service. The home comprehensively meets the aims and objectives of its statement of purpose. The young person and professionals are extremely positive about what the service has achieved. The manager can readily demonstrate the positive impact the team are having and the significant progress the young person has made since arrival.

There are sufficient numbers of staff on duty at all times to care for the young person. Some changes in staffing have occurred but this was in keeping with the young person's progress and longer term plans. Staffing ratios have been reduced and this was done in full consultation with the young person and placing social worker to minimise the impact of these changes. Overall, the team are suitably qualified; a newer member of staff has just completed the organisation's induction and probationary programme and is now working towards an appropriate diploma level qualification.

The team communicate exceptionally well with each other to ensure everyone is kept up-to-date with new and changing information about the young person's needs and circumstances. This is achieved in a variety of ways, which are very effective in practice. For example, well-structured daily handovers through to more formal meetings between the team and other professionals. Staff talk positively about the support they receive from the manager and each other. Supervision and appraisal meetings are carried out regularly, which enables staff to reflect on their daily practice and relationships with the young person. Staff access a wide range of training and development opportunities that enhances their individual skills and knowledge. They also have access to suitably qualified therapists who help shape their practice and approaches towards the work they do with the young person.

The manager and staff team are very focused on planning and coordinating the young person's support and care to ensure progress is sustained. Detailed individual placement plans are devised in conjunction with placing authority plans. Care provided in practice is consistent with the stated aims and objectives of written plans. Risks are assessed regularly and are reflected in written information that staff use to guide the way they work each day. This means that staff adapt and change their practice quickly to ensure that any risks identified are managed effectively. Staff are excellent at tailoring the home's routines to ensure they carefully meets individual needs and manages risks safely.

The registered manager and provider organisation have an excellent understanding of the home's strengths and areas for improvement. The manager carries out regular checks on key areas of the home's operation to ensure young people's needs are being met. In addition, information is received in monthly monitoring reports that are also produced following a visit from an independent person. Young people are regularly canvassed for their views about the home and their experiences of being in care. This feedback along with other information is used to

develop and shape what is provided now and in the future.

The manager makes appropriate notifications to the relevant bodies as required. This ensures important information is shared with the right professionals about young people's welfare and the actions taken to safeguard everyone.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

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 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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