

Children's homes inspection - Full

Inspection date	15/09/2015
Unique reference number	SC398385
Type of inspection	Full
Provision subtype	Children's home
Registered person	Options BESD (1) Limited
Registered person address	Turnpike Gate House, Alcester Heath, Alcester, Warwickshire, B49 5JG

Responsible individual	Richard Jones
Registered manager	Stewart Hogg
Inspector	Rebecca Quested

Inspection date	16/09/2015
Previous inspection judgement	Improved effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Good

SC398385

Summary of findings

The children's home provision is good because:

- Staff ensure that children and young people are able to build trusting and secure relationships with adults who work in the home. Staff know them and invest time with them on a daily basis, they protect them and promote their welfare.
- Staff are interested and listen to young people who develop a sense of belonging. Consequently children and young people know who to turn to talk to about what is difficult. A young person said: '...it does say a lot that I spoke to staff, it shows that I trust them and that is a big thing.'
- Staff ensure that children and young people have a positive experience of arriving and moving from the home. Staff welcome children and young people into the home sensitively. They learn about them quickly and respond to their needs appropriately.
- Staff support children and young people practically and emotionally in their transition to new placements. Staff continue to support them when they move on so that they continue to feel cared for.
- Staff have a good understanding of safeguarding issues and respond immediately and effectively to allegations of harm both procedurally and in supporting and protecting children and young people.
- Children and young people make good progress across all aspects of their lives. Staff encourage them to engage in activities within the local community such as police cadets, diving and karate.
- Children and young people's attendance at school is excellent and they make good progress.
- Staff support children and young people to engage in specialist support which promotes their emotional well-being. As a result they develop strategies to regulate their own behaviour. A young person said: 'If I didn't come here I would be in secure, they have helped me.'
- Some weaknesses have been identified regarding in the home's record keeping. This extends, to shortfalls in the quality assurance process, holding all essential information and ensuring the statement of purpose is updated, reviewed at sent to Ofsted.

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
10: The health and well-being standard In order to meet the health and well-being standard the registered provider must ensure that:- 2(b) staff ensure that each child is registered as a patient with a medical practitioner.	19/10/2015
13: The leadership and management standard In order to meet the leadership and management standard the registered provider must ensure the: - 2. (h) use of monitoring and review systems to make continuous improvements in the quality of care provided in the home.	19/10/2015
The registered person must keep the statement of purpose under review and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days. (Regulation 16 (3)(b))	19/10/2015
The registered person must maintain records for each child which include the information and documents listed in Schedule 3 in relation to each child. (Regulation 36 (1)(a))	19/10/2015
The registered person must maintain in the home the records in Schedule 4 and ensure that the records are kept up to date. (Regulation 37 (2)(a)-(b))	19/10/2015
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39(3))	19/10/2015

Full report

Information about this children's home

The home is registered to provide care for up to three children or young people with emotional and/or behavioural difficulties. The home is privately owned and forms part of a large social care organisation

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/03/2015	CH - Interim	Improved effectiveness
11/07/2014	CH - Full	Good
23/12/2013	CH - Full	Adequate
04/11/2013	CH - Full	Inadequate

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	good
Staff ensure that children and young people are at the centre of their practice. Children's and young people's views are sought through weekly meetings, key work sessions and quarterly reviews as well as on a daily informal basis. Staff celebrate their achievements and provide individualised rewards. For example, one young person was rewarded with a set of gel nails and another with a day out to Blackpool. Staff are sensitive to children's and young people's previous experiences and provide care which reflects their individual needs and is responsive to their wishes and feelings. For example, when young people request to be cared for by staff of their own gender. Children and young people benefit from being cared for by staff who know them well, who are interested in them and listen to them. Staff help them to understand where it may not be possible to act on their wishes or where action is taken in their best interests that they do not agree with. Children and young people develop skills in reflection and self-regulation. A young person said: 'It has changed me a lot living here...my behaviour has changed – I'm more grown up – I am stronger in myself and can take control of myself and my behaviour....I have learnt to walk away.' Children and young people enjoy access to a variety of social and recreational activities. They attend clubs and activities in the local community such as St John's ambulance cadets, police cadets, swimming lessons, football and diving. Staff promote positive relationships and children's and young people's friends are welcome in the home. Staff make good use of their delegated authority by allowing children and young people to visit friends and family where that is safe and in their best interests. Staff ensure children and young people are able to participate in holidays both in the UK and abroad. Children and young people make progress in developing independence skills. Some children and young people have pets. They value the trust and responsibility which this brings and their self-confidence grows. One young person said: 'The manager is proper serious about his responsibilities. He trusted me to have fish and terrapins.' All children and young people make good progress from their starting point. Some children and young people progress to attend mainstream school where they thrive and work towards GCSEs. Some young people achieve the Duke of Edinburgh	

awards demonstrating commitment to volunteering, sports and learning new skills. Staff have high aspirations for children and young people and support them to achieve their goals. A social worker said: 'A lovely, warm home. My young person has really come along.'

Staff are skilled in supporting children and young people with the transitions into and out of the home. A young person said: 'Staff helped me with the process to leave. Staff are the best thing about the home – like a little family really. They're really good.' Staff quickly gain an understanding of children and young people when they are new to the home. They are sensitive to their needs.

Staff do not always ensure that all essential documentation is received on arrival and this restricts staff's abilities to promote children and young people's health and welfare. For example, registration with the GP has not taken place as the child's NHS number has not been obtained. This prevents swift action in addressing outstanding health needs.

Staff listen to complaints raised by children and young people. However, there is no record of the investigation of their complaint. This does not provide closure of the complaint or demonstrate resolution of the issues.

	Judgement grade
How well children and young people are helped and protected	good
Children and young people live in a safe environment. They can identify a trusted adult to talk to about any concerns. Staff respond appropriately and ensure the physical and emotional safety of children and young people is secured whilst following appropriate child protection policies. Managers and staff keep any risks under review in close liaison with the police and placing authorities ensuring the welfare and safety of all children and young people is promoted. Staff have a clear understanding of risks to individual children and young people. They are skilled in promoting positive behaviour and effective de-escalation of behaviours. Consequently there is infrequent need for children and young people to be restrained. When this has been necessary staff record incidents and interventions comprehensively. Staff are alert to issues of bullying and respond quickly and effectively where that is suspected. Managers and staff have excellent relationships with the police. Their proactive relationship benefits children and young people who receive support from the police including around e-safety and child sexual exploitation. Staff develop clear	

plans to ensure risks to children and young people are minimised if they go missing. This has not been tested recently as, since the last inspection, there have been no incidences of children and young people going missing.

Staff recognise safeguarding issues and implement child protection procedures promptly and effectively. Staff provide sensitive support to children and young people who make allegations of being harmed. They value this support, one young person said: '....I don't know what I would have done without them (the staff), they have stayed with me throughout. They have been my rock.'

The registered manager has not ensured that all essential checks for agency staff which are held in the home are up to date and that rotas reflect the information which regulation requires. These shortfalls do not promote children's and young people's safety.

	Judgement grade
The impact and effectiveness of leaders and managers	good
The home is managed by an appropriately qualified and experienced registered manager who has been in post for a number of years. He ensures the home is operated in line with the statement of purpose to provide care which is underpinned by the complex trauma therapeutic model. Staff are supported in implementing this approach by a therapist who provides individual therapy to children and young people and attends team meeting to ensure a multidisciplinary approach to reviewing and planning care. As a result, children and young people make good progress. A therapist said: '...young people make good progress including being able to talk about their difficulties. They feel supported by staff, they speak warmly about them and enjoy spending time with them.' The registered manager ensures that the staff team work together effectively to provide stability for children and young people. For example, he has reviewed the key-working system and introduced detailed assessment tools to ensure that work undertaken with each child and young person is tailored to their needs. As a result staff engage more effectively with children and young people. The registered manager ensures that each child's and young person's needs are prioritised. This is evident in the careful planning around transitions in and out of the home. For example, staff support children and young people as they spend longer away from the home in their new placement. They celebrate their move with parties and keep in touch with them when they are living in their new	

placement. This promotes children and young people's identity and emotional resilience.

Staff and managers work proactively with stakeholders ensuring consistency in care and progress. They challenge placing authorities effectively when the response does not match staff's expectations. This promotes children's and young people's welfare and safety.

The registered manager regularly reviews the risks to children and young people. He takes advice and guidance from local and placing authorities and agencies to ensure children and young people are safeguarded. Managers and staff have excellent relationships with the police allowing prompt and effective responses to heightened risks. This ensures that individually, and collectively, children and young people are protected from harm.

The registered manager has not used monitoring and review systems to ensure that he has informed Ofsted of reviews of the statement of purpose, or that the six monthly reviews of care has been sent to Ofsted. He has not ensured staff records are kept up to date. These shortfalls do not promote young people's welfare and opportunities to further drive forward improvements are lost.

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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