

## Children's homes - interim inspection

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|----------------------------------|-----------------------------------------------------------------------------|
| <b>Inspection date</b>           | <b>23/03/2016</b>                                                           |
| <b>Unique reference number</b>   | <b>SC398385</b>                                                             |
| <b>Type of inspection</b>        | <b>Interim</b>                                                              |
| <b>Provision subtype</b>         | <b>Children's home</b>                                                      |
| <b>Registered person</b>         | <b>Options BESD (1) Limited</b>                                             |
| <b>Registered person address</b> | <b>Turnpike Gate House, Alcester Heath, Alcester, Warwickshire, B49 5JG</b> |

|                               |                         |
|-------------------------------|-------------------------|
| <b>Responsible individual</b> | <b>Richard Jones</b>    |
| <b>Registered manager</b>     | <b>Stewart Hogg</b>     |
| <b>Inspector</b>              | <b>Rachel Griffiths</b> |

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| <b>Inspection date</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>23/03/2016</b> |
| <b>Previous inspection judgement</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Good</b>       |
| <b>Enforcement action since last inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>None</b>       |
| <b>This inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                   |
| <b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                   |
| <p>This home was judged <b>good</b> at the full inspection. At this interim inspection Ofsted judges that it has <b>sustained effectiveness</b>.</p> <p>Overall, the home continues to provide a good service to young people. There are some signs of improvement. The manager has addressed five out of six requirements made at the last inspection, with a resulting positive impact on the functioning of the home. However, the home is experiencing a very unsettled time. This, as well as some further areas for improvement identified at this inspection result in a judgement of sustained effectiveness.</p> <p>All young people are now registered as a patient with a medical practitioner. The home's up to date statement of purpose and six monthly internal monitoring report have been submitted to Ofsted. Records as required by Schedule 4 of the Children's Homes Regulations 2015 are up to date. The implementation of new monitoring tools in relation to patterns and trends in behaviour provide the manager with improved capacity to monitor the quality and effectiveness of the service. Improved recording of young people's complaints demonstrates that they are listened to, taken seriously and that young people are satisfied with the manager's investigation into and resolution of them. This helps young people to feel valued.</p> <p>External factors, relating to young people's past experiences, which are beyond the manager and staff's control have resulted in a recent surge in significant incidents and difficult dynamics developing between the peers in the home. Young people are at times feeling very frustrated and for some, this is placing a strain on them emotionally. The manager is aware of the current difficulties and is in the process of balancing young people's complex needs in order to address them. In the interim, staff continue to work tirelessly to support young people well during this difficult time to minimise any impact on them.</p> <p>Despite this, young people continue to speak positively about many aspects of the home, and in particular, the relationships they have with staff. One young person said, 'the staff really, really care. No matter how difficult I am, they are there for me. Staff are like a family and for the first time, I have people in my life that I care about and who care about me. I feel safe as a result.' Another young person</p> |                   |

commented, 'there are always staff to talk to and the manager always gives me time. He and the staff are good at listening to me and calming me down when I am upset.' The positive relationships young people have with staff provide them with a secure base from where they can develop.

Young people also recognise that they have made progress in many aspects of their lives as a result of the care they receive. One said, 'when I first came, I did not know how to behave. Here, I have learnt to talk to people and what is and is not appropriate to say. Before I came I was aggressive. Now I am calmer and I have come on with my education too. A social worker also commented on the progress a young person is making. She said, 'the placement has provided the young person with the stability she needed and as a result her challenging behaviours have significantly reduced.'

Good packages of multi-agency support provide young people with good help and protection. A social worker said, 'the staff are very good at coordinating support services. Partnership working is a strength of the home.' Coordinated approaches between staff at the home, in-house therapists, child and adolescent mental health services, the police and other health professionals ensure that young people receive the support they need to meet their individual needs.

The manager is reflective. He learns lessons from practice and experience. For example, following a placement breakdown, he reflected on what he will do differently in the future to improve the home's matching process. Practice could be improved further by evidencing such learning, including the actions planned for improvement in this area, within internal monitoring reports.

The home has clear and robust recruitment procedures and checklists to ensure that all relevant checks are completed in relation to new staff members. There has however, been one occasion since the last inspection when all the checks required by regulation were not carried out. This was in relation to references and the employment history of an agency worker. Although this did not impact on the safety of young people on this occasion, and this information was later sent through to the home by the agency, allowing a member of staff to start work before full and thorough checks have been completed, has the potential to impact on the safety of young people.

Young people's case files hold a lot of information and evidence of some good work being undertaken with them. The home's placement plans are comprehensive and behaviour management plans and risk assessments are clear and up to date. However, one case file reviewed during the inspection did not contain an up to date or relevant personal education plan for a young person. As a result case records remain incomplete. In this instance, not having all of the local authority's plans has not impacted on the safety and well-being of the young person. It does however prevent care and support being informed by the relevant local authority plan. As a result, a requirement relating to case records is re-set.



## Information about this children's home

This 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   |
|-----------------|-----------------|------------------------|
| 15/09/2015      | Full            | Good                   |
| 26/03/2015      | Interim         | Improved effectiveness |
| 11/07/2014      | Full            | Good                   |
| 23/12/2013      | Full            | Adequate               |

## 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   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| The registered person must recruit staff using recruitment procedures that are designed to ensure children's safety and must ensure that full and satisfactory information is available in relation to the individual in respect of each of the matters in Schedule 2. (Regulation 32(3)(d))                                | 20/05/2016 |
| The registered person must maintain records ('case records') for each child which include the information and documentation listed in Schedule 3 in relation to each child, with particular reference to a copy of any plan for the child prepared by the child's placing authority being on files. (Regulation 36 (1) (a)) | 20/05/2016 |

### Recommendations

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

- The registered person should undertake a review that focuses on the quality of care provided by the home, the experiences of children living there and the impact the care is having on experiences and outcomes for children, with particular reference to considering the experiences of all young people who have lived in the home, including those whose placements have broken down. (The Guide to the Quality Standards, page 64-65, paragraph 15.2)

## **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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