

Inspection report for children's home

Unique reference number	SC400355
Inspector	Angela Whiteley
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Social Care Services (Clayton) Limited
Registered person address	31 Shaw Road STOCKPORT Cheshire SK4 4AG

Responsible individual	Stephen Marx Davitt
Registered manager	John Hindley
Date of last inspection	30/10/2014

Inspection date	10/03/2015
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Previous inspection	good
Enforcement action since last inspection	none

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

Since the last inspection the service has demonstrated continued improvement in its quality of care and outcomes for young people. One requirement and two recommendations identified at the last inspection have been positively and promptly addressed. This demonstrates the Registered Manager's commitment to improving the service.

Young people and professionals give very positive feedback about the staff and the home. A young person commented positively about staff support, the home's boundaries and rules. She wrote to staff following a positive move saying, 'you've helped me loads, thank you for not giving up on me.' A social work team manager is, 'impressed with the service provided and the committed approach to care planning meetings during a young persons' transition from residential to foster care.' The placing authority social worker has also thanked staff for their dedication and hard work. Young people benefit from robust planning, which ensures a successful move to new placements.

Some young people are new to the home. They receive high levels of support and supervision from a committed staff team. This enables young people to settle quickly and they begin to make good progress relative to the time they have lived there. As a result, young people are able to achieve positive outcomes in some aspects of their lives, in particular, excellent engagement in education and activities and improved contact arrangements. Their views and wishes are central to the planning and day-to-day running of the home and they feel listened to. Staff ensure young people have access to independent advocates to help them give their views at their review meetings.

Staff recognise the particular vulnerabilities relating to the complex needs of young people. They are not deterred when young people place themselves at risk of harm

and take appropriate action to ensure their safety and welfare. Any serious incidents that do occur are dealt with promptly and appropriately and agencies are informed as required by legislation. Staff have developed proactive working relationships with the police and other professionals. They offer effective support to the staff and young people when they are in crisis or involved in risk-taking behaviours.

Consequently, the home's records confirm that young people going absent without permission or going missing from the home are reducing. In part, this is due to some young people moving to new placements following a robust review of their care plans.

When young people do go missing from the home, staff promptly implement the policies and procedures and go looking for young people and return them safely back home with the support of other professionals. All episodes are monitored and reviewed to promote young people's safety. Despite this, interviews of young people who have run away are not being conducted by an independent person. This means that opportunities are missed to uncover information to help protect young people from the risk of going missing again, from risks they may have been exposed to while missing or from risks in the home.

Young people benefit from the provider's commitment to a broad range of staff training. In-house therapeutic training is delivered to all staff by accredited trainers. This underpins their knowledge of the therapeutic models of care provided for young people and helps young people achieve their potential. However, staff have not yet completed specific training in e-safety. The Registered Manager is to negotiate with the training provider to ensure this additional training is delivered to the staff team. This will ensure they continue to have the skills required to meet the current needs of young people in placement.

Young people are supported to develop positive behaviour. Individual behaviour management plans, rewards and incentives help to support young people to self-regulate their behaviours. The home's records show physical interventions and sanctions have begun to reduce as young people settle. Despite this, young people's comments and signatures are not consistently recorded in the home's physical restraint and sanction records. This means young people may not fully understand the reasons why the measure is used, which may reduce its effectiveness.

Young people benefit from the work undertaken to improve the appearance of the home. A late summer ladybird infestation in first floor rooms has been dealt with using a non-chemical application to deter them settling. Young people have moved bedrooms and are preparing to personalise their new rooms. Other communal areas are being prepared for redecoration to provide a comfortable and homely environment for staff and young people to live in.

The Registered Manager provides strong visible leadership and support to his staff. He has an inclusive approach and works alongside the staff team undertaking regular day and night shifts. Together they deliver a strong child-focused service in a

nurturing environment where young people are supported to fulfil their aspirations and achieve their potential. Staff are clear about their responsibilities regarding young people smoking. Young people are encouraged to access a range of health support services, which promote their health. For example, they receive advice and support to help them quit smoking and have received fire awareness training to promote safety.

There are effective quality assurance systems in place to monitor the operation and management of the home, which is reviewed regularly. The Registered Manager demonstrates an enthusiastic and committed approach to young people. Any identified shortfalls are dealt with promptly and suitable action taken to address them. These effective measures ensure the standards within the home remain high and continue to improve.

Information about this children's home

This home provides accommodation for up to three young people with emotional and/or behavioural difficulties. It is operated by a private company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/10/2014	Full	good
21/02/2014	Interim	good progress
18/07/2013	Full	good
22/02/2013	Interim	satisfactory progress

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 where any sanctions, disciplinary measures or restraints are used, children are encouraged to have their views recorded in the record kept by the home (NMS 3.18)
- ensure that all staff have access to appropriate training that keeps them up-to-date with professional, legal and practice developments, with particular regard to e-safety (NMS 18.1)
- ensure that when a missing child is found, they are offered an independent return interview. The interview should be carried out within 72 hours of the child returning to their care setting. This should be an in-depth interview and is normally best carried out by an independent person (someone not involved in caring for the child) who is trained to carry out these interviews and is able to follow-up any actions that emerge. (Statutory guidance on children who run away or go missing from home or care, January 2014, paragraph 31-32)

What inspection judgements mean

At the interim inspections 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

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.