

Children's homes - interim inspection

Inspection date	30/03/2016
Unique reference number	SC400355
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 Davitt
Registered manager	John Hindley
Inspector	Ceri Evans

Inspection date	30/03/2016
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged good at the full inspection. At this interim inspection Ofsted judge that it has sustained effectiveness. The manager has taken sufficient action to address the three requirements and the good practice recommendations made at the last inspection. However, one requirement is repeated and further shortfalls have been identified at this inspection resulting in a sustained effectiveness judgement In response to the previous requirements, the manager has improved the manner in which case records are monitored. In general, the quality of young people's records have improved. For example, files are well structured and organised. Individual sessions with young people are good and demonstrate the work undertaken by staff. Records are now routinely audited and this enables the manager to maintain a good overview of care practices within the home. Minor administrative errors are identified promptly and addressed, this ensures that case files provide a clear overview of the experiences and progress of young people. One requirement is repeated, this relates young people's access to a telephone. Following the last inspection a telephone line was installed which enabled young people to make calls in private. However, soon after the phone was damaged during an incident and has not been replaced. Consequently, this hinders young people from contacting social workers, advocates and other professionals who they may wish to speak with privately. Following a recommendation at the last inspection some redecoration and repair work was undertaken. However, overall the facilities have not sufficiently improved. Leaders and managers acknowledge that further work is required in to create a more homely and comfortable environment. Many of the young people arrive in the home having experienced considerable early childhood trauma and present challenging behaviour, particularly in the early stages of their admission. Staff are not phased or overwhelmed by these challenges and respond consistently with warmth, affection and empathy. An unquestionable strength of this home is the dedication and enthusiasm of the staff team. They have high aspirations and a genuine drive to help young people	

achieve. Overtime, this helps young people to settle and begin to modify and regulate their emotional responses.

Staff make every effort to encourage young people to engage in education. They work very closely with teachers to develop appropriate strategies to improve young people's attendance. However, educational outcomes are variable. Not all young people are attending full time and engagement and attainment is variable. More positively, a plan is in place to demonstrate how the home intends to further educational progress and re-engage young people in their learning. Moving forward this will enable staff, teachers and the young person to set targets for continued progress.

Young people's risk taking behaviour is well managed. For example, when young people have left the home without permission, staff respond quickly and make efforts to locate them and ensure their safe return. The home has forged good links with other professionals to address missing from care concerns. For example, the home has excellent links with the police, placing authorities and specialist teams. This joint working has proved effective at tracking missing young people and obtaining intelligence on the places and people, they visit. Consequently, professionals including staff are better equipped to respond when young people fail to return home. Good arrangements are in place for missing from home return interviews. The manager ensures that these are undertaken by an independent person after every missing episode. This has proven to be a key opportunity to gather information and to help young people make safer choices in the future.

Staff know young people well and are aware of each young person's individual risk management plan. In general, risk assessments are clear, give a good overview of identified behaviours, triggers, warning signs and control measures and provide clear guidance for staff to follow. However, not all are up to date. To date, this has not impacted negatively on young people. This is because staff know young people well. Nevertheless, lack of clarity in risk assessments is not good practice and therefore requires some revision.

The leadership and management arrangements remain effective. The manager uses quality assurance systems successfully and this ensures he has a clear understanding of the homes strengths and weaknesses. The home is sufficiently resourced in terms of staffing. The small, dedicated staff team remain consistent in their ways of working with young people. They have worked together for a considerable amount of time and work very well together. They are resilient and respond in a caring and professional manner when faces with challenging young people.

The team are appropriately supported to deliver a good standard of care. Records confirm that they receive suitable training and have regular supervision. The manager undertakes annual appraisals to assess the staff team's ability to continue to perform their duties to a good standard. The leadership team set high

standards and have a clear vision and aspirations for both young people and the staff team.

To conclude, while this has been a challenging period with some disruptive behaviour from young people, there is clear evidence that the manager has undertaken swift action to address these issues. The majority of the previous requirements and recommendations have been met and the manager has a clear vision on how to secure ongoing improvement. This demonstrates that the leadership team learn from inspections for the benefit of young people.

Information about this children's home

This home is one of a number of children's homes operated by a private company. It is registered to care for up to three young people with emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/05/2015	CH - Full	Good
10/03/2015	CH - Interim	improved effectiveness
30/10/2014	CH - Full	Good
21/02/2014	CH - Interim	Good Progress

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
6: The quality and purpose of care standard In order to meet the quality and purpose of care standard the registered person must ensure - (2) (b) that staff (vii) Provide to children living in the home have the physical necessities they need in order to live there comfortably. With particular reference to the re-decoration and repair to areas within the home.	20/05/2016
22: Contact and access to communications The registered provider must ensure that young people have access to a telephone to make and receive calls in private, which they can use without reference to persons working in the home (Regulation 22 (3) (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 must ensure young people are in full-time education while they are of compulsory school age, unless their personal education plan contained within the care plan states otherwise. (The Guide, paragraph 5.14, page 28)
- Staff should continually and actively assess the risk to each child and the arrangements in place to protect them. This specifically relates to ensuring that risk assessments are kept up to date. (The Guide page 42, paragraph 9.5)

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*.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *raising concerns and making complaints about Ofsted*, which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2016