

Inspection report for children's home

Unique reference number	SC405713
Inspector	Mark Ryder
Type of inspection	Full
Provision subtype	Children's home

Registered person	Cambian Childcare Limited
Registered person address	Pinnacle House 2 Oakwood Square, Cheadle Royal Business Park CHEADLE Cheshire SK8 3SB
Responsible individual	Barry Eannetta
Registered manager	Sorrelle Esther Elizabeth Fern
Date of last inspection	04/02/2014

Inspection date	30/06/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

This inspection	
Overall effectiveness	good
Outcomes for children and young people	good
Quality of care	good
Keeping children and young people safe	good
Leadership and management	good

Overall effectiveness

Judgement outcome	good
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The home has made significant improvements over the last 12 months which has resulted in a judgement of good in all areas. This is a home that provides a high level of care and support to young people. Young people make progress at this home and are valued and respected by a competent and well managed staff team.

The staff show confidence and understanding for the young people in their care. They have a good knowledge of young people's presenting behaviours and work effectively with them. Relationships are strong. Young people comment that they trust the staff and feel safe living at this home.

Young people are at the centre of their care plans and their wishes and feelings reflected in the decisions affecting their lives. The plans show progress and decision making that demonstrates young people are consulted about their placements.

There are suitable and effective safeguards in place for young people. Young people respect the consistent and appropriate boundaries made by the staff. As a result anti-social behaviour is challenged. This works well.

The leaders and senior staff lead by example. There is a strong team structure which supports and engages with each member of staff. Strengths and weaknesses

are recognised and addressed. As a result of this inspection one statutory requirement and two recommendations have been made. However, none of these shortfalls impact on the quality of care and the safety of young people.

Full report

Information about this children's home

The home is operated by a national, private provider and looks after up to three young people with emotional and behavioural difficulties. The service offers planned and emergency admissions, and provides short, medium and long-term placements. Young people living in this home are likely to require high levels of support.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/02/2014	Interim	good progress
31/07/2013	Full	adequate
27/02/2013	Interim	satisfactory progress
25/10/2012	Full	adequate

What does the children's home need to do to improve further?

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 Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
24 (2001)	ensure that the copy of the complaints procedure supplied under paragraph (3) shall include the name, address and telephone number of HMCI. (Regulation 24 (4)(a))	28/07/2014

Recommendations

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

- ensure that all existing care staff have attained a minimum level 3 qualification. All new staff engaged from the commencement of the NMS (in April 2011) are to hold the level 3 Children & Young Peoples Workforce Diploma which must include mandatory social care units; or be working towards the Diploma within 6 months of confirmation of employment (NMS 18.3)
- ensure that staff support and encourage the child to reflect on and understand their history, according to their age and understanding, and to keep appropriate memorabilia of their time in the placement. In particular ensure staff record and help children make a record of (subject to age and understanding), significant life events. (NSM 22.6)

Inspection judgements

Outcomes for children and young people **good**

Young people show progress in many aspects of their lives at this home. They are central to the running of the home and decisions affecting their lives. A young person said, 'I know what is happening to me here as I talk to staff and my social worker'.

Young people lead healthy lifestyles. Young people say they enjoy a balanced diet and are encouraged to develop their skills in preparing meals. Smoking is constantly discussed with the result that young people have either stopped or reduced their habit. The misuse of drugs, such as cannabis, has been a problem within this home although of late this has also reduced. Young people were clear that they understand the dangers of using illegal drugs and have received further guidance from local support agencies. As a consequence, the risks associated with this behaviour has decreased.

Young people are all engaged in education and have made significant progress from the start of their placements. For example, young people with a history of non-school attendance prior to living at this home are now fully engaged in structured education. A young person said they like going to school.

Young people engage in a range of activities within the community supported and encouraged by staff. For example, young people enjoy playing football and attending local clubs. There are regular activities planned which young people benefit from.

Quality of care **good**

Staff show respect in caring for young people. They have clear and reasonable boundaries and are good adult role models. Parents say are very pleased with the quality of care. They believe that the staff are making a positive difference to the lives of their children. A parent commented that 'The staff are really helpful, keep me informed and we work together well'

Care planning provides young people with a clear record of their achievements, daily living arrangements and future plans. They are fully involved in their placements and are consulted and invited to attend their own review meetings. A social worker commented that young people are enabled to make informed decisions and are always helped to contribute to discussions about their lives. This was also confirmed by young people.

Young people are aware of how to make a complaint. They feel listened to and that their concerns are taken seriously. The records of complaint are reviewed and

monitored. Changes to practice are considered as a result of the outcome of complaints. The complaint procedures refer to contact details of Ofsted although the current telephone number is incorrect. However, young people have not identified this error as having any effect their ability to complain.

Young people are aware of the dangers and consequences of drug misuse. The actions and support by staff have helped to reduce drug misuse of late. Young people say that staff supervise their use of money if they are found using cannabis. Support agencies provide additional strategies to educate young people on the dangers of misusing drugs. This is having a positive effect.

Racial discrimination is robustly challenged within this home. The staff work and educate young people who present as racially abusive. This includes having regular discussions on diversity as well as providing literature on different cultures. Young people acknowledge that this has been helpful and informative.

The accommodation is in a good state of repair and provides young people with a comfortable and relaxing environment to live in. A young person said that they like their bedroom as they can decorate it the way they want to

Keeping children and young people safe good

Young people are safe living at this home. Staff have a good understanding of safeguarding policies and procedures and work with young people effectively to reduce risk taking behaviour. Risk assessments are current, informative and provide a strong basis in safeguarding young people.

Behaviour is managed well at this home. Young people have effective boundaries which are consistently applied by staff. The use of restraint is minimally used and only when necessary. Young people comment that staff treat them with respect and understanding.

Bullying is not tolerated at this home. Staff promptly address any name calling or poor behaviour and regularly discuss bullying during resident's meetings. Young people comment that although there has been bullying previously at the home they do not see it as a problem at the moment. All young people confirmed that can speak to a member of staff if they are worried about any aspect of living at the home.

There has been a significant reduction in the number of times young people are missing or absent from this home since the last inspection. Effective communication with the local police and other agencies promote the safety of young people. The staff are aware of current local police protocols for when young people are missing and absent.

The recruitment and vetting of staff is managed well. Staff who work at this home

are suitably checked before they start their employment. Therefore, young people are protected by a recruitment process that helps prevent unsuitable people from working at the home.

The environment is maintained and fire safety managed well. All electrical and other appliances are regularly checked. Young people know the fire evacuation procedures and are involved in suitable timely drills. Such actions continue to provide young people with a safe home to live in.

Leadership and management

good

This is a well-run home that is managed to a good standard. The Registered Manager has a level three national vocational qualification in caring for children and young people and has been managing the home since 17 February 2014. They have worked in residential child care for over eight years, four of which in a management role and is currently enrolled on the level five diploma in leadership for health and social care and children and young people's services. This meets the current requirements for the post.

The leaders and managers of this home are very aware of their strengths and weaknesses. Development plans demonstrate where the Registered Manager wishes the home to be and gives specific and measurable targets in how to improve.

The monitoring of the home is robust with an independent visitor inspecting the home monthly. Feedback from these visits are acted upon by the senior staff with the result that practice and administration processes are improving over time. Internal review on the quality of care is also beneficial to raising the standards within this home. Comments from young people, parents and other stakeholders provide further critical evaluation of the home. Monitoring positively impacts on the development of this service.

Equality and diversity is central to the care of young people at this home. The staff racial and gender composition is representative of the local community in which the home is based. Young people are encouraged to understand different cultures and to understand the impact of racist remarks.

Staff show a high level of commitment and resilience in their care and support of young people. Despite challenging behaviour and recent racist language being used against them, the staff have worked hard to develop positive and nurturing relationships with the young people. A social worker commented that they were pleased with the placement of their young person; 'The staff are really pro-active and work well with parents and the local authority'. Staff feel very supported by the senior management team. There is regular good quality supervision and appraisal which staff benefit from. Team meetings are regularly held and form the basis of effective communication and development.

Staff receive training and development opportunities that enable them to work and care for young people well. All mandatory training has been undertaken by the staff which results in a very competent and knowledgeable staff team. However, due to a local resource issue, not all staff have started the level three diploma in caring for children and young people within six months of confirmation of their employment. This does not meet national minimum standards.

The home is well organised and administration is good. Files are carefully audited to ensure all relevant information is stored correctly. Young people are able to talk to staff about incidents that have happened to them in their past although this is not always recorded in depth. However the staff provide a nurturing culture in which young people are able to freely talk about significant events in their lives.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

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.