

Children's homes inspection - Full

Inspection date	07/10/2015
Unique reference number	SC406638
Type of inspection	Full
Provision subtype	Children's home
Registered person	Winsbeach Children's Home Limited
Responsible individual	John Ofutu
Registered manager	John Ofutu
Inspector	Christine Kennet

Inspection date	07/10/2015
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

SC406638

Summary of findings

The children's home provision is good because:

- A Registered Manager who is appropriately qualified and suitably experienced effectively manages this home. He advocates strongly for the young people living at the home.
- There is a warm welcoming feel to this home and a small consistent staff team working here which gives the home a family feel.
- Careful assessment and planning for new admissions to the home ensures the stability of existing residents.
- There are well-planned inductions and welcome for young people to the home. Young people say they feel welcome and like their bedrooms.
- Good care planning and working relationships with parents and professionals helps young people to make good progress while living here. Staff promote young people's self-esteem.
- Safeguarding is central to practice at this home. Risk assessments are clear and reviewed regularly. There is a good policy on what to do when young people go missing and they are increasingly safe because of the actions of staff.
- Young people have good relationships with staff; they have trust in staff, which is evident in observations.
- Use of restraint is rare in this home. Young people are helped to manage behaviours safely and are given clear expectations and boundaries. The staff team work well on this consistency.
- There have been regular updates of the home's statement of purpose but it needs further updates to reflect the quality standards.
- The home environment is overall good but there are areas that need attention to ensure ongoing safety.

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 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
16.(3) The registered person must— (a) keep the statement of purpose under review and, where appropriate, revise it; and (b) notify HMCI of any revisions and send HMCI a copy of the revised statement, within 28 days of the revision. (Regulation 16(3)(a))	30/11/2015
25.—(1) After consultation with the fire and rescue authority, the registered person must— (d) ensure, by means of fire drills and practices at suitable intervals, that persons working at the home and, so far as practicable, children are aware of the procedure to be followed in case of fire. (Regulation 25(1)(d))	30/11/2015
12. The protection of children standard In order to meet the protection of children standard, with particular reference to the clearing and maintenance of the front and back garden, replacing the worn flooring and the safe storage of COSSH, the registered person must ensure— (2) (d) that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health.	30/11/2015

Full report

Information about this children's home

This is a private children's home. It is registered to accommodate up to three children and young people with emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/03/2015	Interim	Improved effectiveness
17/10/2014	Full	Good
04/02/2014	Interim	Good Progress
20/09/2013	Full	Good

Inspection Judgements

	Judgement grade
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. Positive relationships based on trust are evident in this children's home. Young people live in a stable environment cared for by a small, consistent staff team. Young people say they feel 'welcome' at this home and it is 'homely.' Young people know how to complain and say they have copies of the children's guide, which includes information about who they could contact if they were worried about the care they receive. One young person says, 'I have an advocate who helps me.' They are encouraged to talk about difficult things and to give regular feedback. The Registered Manager gives young people a satisfaction questionnaire prior to key work sessions where they can record their views and can propose subjects for discussion at their next session. Young people also provide feedback in staff appraisals and are involved in interviewing new staff. This provides young people an opportunity to give feedback and think about discussions at key work sessions. Motivational emphasis is central to the ethos of this home. Staff take a non-punitive approach, use praise and encourage good behaviour. They act as positive role models with an informal, open approach. The Registered Manager says, 'children in their families can talk to their parents whenever they want, so I am the same, I have an open approach.' This helps young people to gain a sense of positive behaviour and feel valued. All young people in this home are engaged in education and improvements from their starting points are evident. For example, one young person has a well thought out plan of home tuition, therapy and activities, which are structured and consistent. Another young person has made significant improvement in punctuality and attendance and been nominated for a 'Voice & Influence Celebration Event,' coming up at their school. A range of activities is on offer at this home. Young people are encouraged to participate in community clubs such as the gym, choir or youth club as well as having the chance to do less everyday things such as go karting or going to a theme park on holiday. They enjoy developing interests such as: go karting, poetry and photography. Such events increase confidence and give young people a broad range of experiences enabling them to become involved in their local community.	

Young people maintain contact with friends and family. Staff assisted one young person to visit friends in his home borough and plan to do this again. Another young person says he invites friends to come and visit at the home. He also arranges regular contact with his family. Staff trust him to do this and keep them informed of arrangements. This promotes a sense of independence and trust for young people.

Healthy living is evident through meal and activity choices, such as going to the gym and being encouraged to prepare and eat a nutritious meal. Support from staff to attend preventative health appointments and more specialised mental health services is given. As part of the objective to become self-reliant, young people are encouraged to gradually and progressively do things for themselves, for example, doing their laundry or helping to cook and clear away. Staff identify young people's level of confidence and build on this.

Dignity and respect for young people and valuing their individual need is recognised and supported, for example promoting a referral to a specialist resource and advocating on behalf of young people by challenging local authorities if care plans are not accurate. This makes young people feel supported and worthwhile.

Staff help young people develop skills to manage their own behaviours via positive role models and good teamwork. They learn about consequences and impact of behaviours on others. Restraint is rarely used; rather restorative practice and development of conscience that gives young people self-esteem and dignity are the preferred methods of dealing with challenging behaviour.

	Judgement grade
How well children and young people are helped and protected	Good
The children's home provides help and protection that meet the requirements for good. The Registered Manager adopts a comprehensive approach to safeguarding, starting with risk assessments. Background knowledge and vulnerability factors from the placing authority help to build on and complete risk assessments. Behaviour management plans develop from these assessments which are informed by parents, young people, staff and professionals. Regular reviews of risk assessments and behaviour management plans take place and inform meetings and key work sessions. Sharing and compiling these assessments with young people helps them to take responsibility and keep themselves safe within both the home and the wider community.	

Young people live in a safe environment and say they feel safe living in this home. One young person says, 'I do feel safe, I feel staff will keep me safe. I text the manager and he responds and sorts situations out.' The home has an up to date locality risk assessment.

The policy on children going missing from home is detailed and links in with the homes ethos on building relationships and trust to reduce risk. There is evidence that this approach is working as incidents of young people going missing from the home have reduced, this in part due to the mix of young people present but also due to the emphasis on building positive relationships and trust.

There is a well-planned induction and welcome process for young people coming to live at this home. All young people say they felt welcomed and liked their rooms. One social worker says that staff learn about young people quickly and the manager is able to respond with training to ensure staff understand need. For example following the placement of one young person who had attachment difficulties, all staff had attachment training. This helps them to understand behaviours, respond appropriately, and build stronger relationships.

The use of restraint is rare in this home, but where it is used recording of incidents is clear and in line with regulations. Staff manage young people's behaviours safely with clear expectations and boundaries. The staff team work well to achieve this consistency and use good negotiation skills to encourage positive responses. Good behaviour is rewarded, and for behaviour that is more complex, effective conflict management, restorative practice and appropriate sanctions are used.

There are clear procedures in place via the safeguarding and whistle blowing policies. Staff are confident about how to report any concerns they have about the young people in their responsibility. Reporting of concerns to the placing authority and the local authority designated officer are timely and follow up is evident. The Registered Manager and staff understand the risks of internet access, there is a policy in place and staff monitor internet use closely. Passwords prevent inappropriate use. This helps to keep young people safe from exploitation or bullying online.

There is respect for privacy and promotion of independence, with a careful balance between allowing freedom and managing risk. Young people are encouraged to take manageable risks to ensure they learn independence and decision making safely.

There are safe recruitment practices in this home. Staff go through rigorous checks prior to having access to any young people. Staff ask for identity and request visitors sign in, thus ensuring they know who is having contact with young people.

The home environment is generally good but needs some attention in places. For example, the laminate flooring has holes in places. Some of the garden furniture is

broken, the garden area is in need of some tidying, rubbish removed, and there is graffiti on the back walls of the home. The back gate, which is a fire exit, has a padlock and although this does not present any imminent risk to young people arrangements for exit in an emergency at the rear of the building requires updating. Essential firefighting equipment, such as smoke alarms, fire blankets, emergency lighting and extinguishers are all safe and regularly checked.

	Judgement grade
The impact and effectiveness of leaders and managers	Good
The impact and effectiveness of leaders and managers in this home meet the requirements for good. The Registered Manager is also the owner of the home. They have been managing the home since its registration in 2006. At the last interim inspection, there were no breaches of regulation or recommendations made. The Registered Manager is social work qualified and holds a doctorate degree in social work and criminology. In addition, they also have a range of other complementary qualifications, which includes leadership and management training. They have extensive experience working with young people in a range of settings including teaching, probation, research and youth justice. One commissioner says, 'the manager keeps me informed, I can't fault this provider they are doing a good job.' The staff team are experienced and consistent and hold a minimum of NVQ level 3. All staff receive regular supervision, which helps support them to do their jobs confidently. Identification of ongoing development and training needs is via appraisal. This allows the Registered Manager to consider training and development opportunities and address any poor practice issues on a formal basis. The home has a good quality assurance system with regular monthly reports completed by an independent person. These reports allow the manager and the regulator to monitor practice and identify any issues that need addressing. Young people also influence service delivery by giving feedback and this helps the Registered Manager to learn and develop the service further. Six monthly reviews of the service, completed by the manager and informed by the external reports, contribute to the good quality assurance system. A strength of this home is that leaders and managers are very careful about matching and admitting new referrals. Careful consideration to the stability of existing young people and the impact new referrals will have on their progress is given. This has led to good stability of placements, often for young people who	

have experienced a number of previous placement breakdowns and moves.

Young people's care plans are effective and informative. Regular reviews with parents, young people and placing authorities ensure plans are effective. Where there is delay or concern about care plans, this home provides robust challenge on behalf of young people. This allows for good communication, information sharing and supports young people's goals, achievements and progress.

The home's statement of purpose needs further updating to reflect recent changes in legislation.

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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