

Inspection report for children's home

Unique reference number	SC406638
Inspector	Sharon Lewis
Type of inspection	Full
Provision subtype	Children's home

Registered manager	John Ajonye Ofutu
Date of last inspection	04/02/2014

Inspection date	17/10/2014
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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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Young people live in a consistently good home and they are making significant progress in comparison to their starting points. Young people have positive attachments with staff. They thrive within a stable, nurturing environment and are making strides with their personal development. Young people are positively engaging in education, this includes tuition within the home. Young people engage in meaningful leisure activities, which are individualised to reflect their interests and talents. Staff strongly advocate for young people and this includes challenging respective local authorities. This ensures young people's best interests are at the centre of all decision-making.

Young people receive protection through the home's safeguarding arrangements. The home has good links with local safeguarding personnel, which enables them to access training and advice. The home successfully works with young people who have a history of multiple placement breakdowns. The home uses a motivational model of care with consistent boundaries and structure. Young people learn to manage their moods and to behave in a socially acceptable manner. They respond well to rewards, incentives and the unconditional care and support. There are currently no missing from care issues or concerns in relation to bullying.

Leadership and management arrangements are strong. Young people benefit from

very high staffing levels. There is good staff retention and the home prides itself on their family style, well qualified staff team. The registered manager is also the owner of the home. They have successfully implemented most of the new regulations. The statement of purpose requires further attention, to fully meet requirements. A window restrictor is also missing on a bedroom window. The shortfalls are minor and do not impact on the good outcomes and quality of care. Management have a sound understanding of the home's strengths and the areas requiring further development. There are plans to formally introduce therapeutic care.

Full report

Information about this children's home

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

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/02/2014	Interim	good progress
20/09/2013	Full	good
13/03/2013	Interim	good progress
12/09/2012	Full	good

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
4 (2001)	update the statement of purpose to include all matters listed in Schedule 1, specifically restraint information (Regulation (4)(1))	01/01/2015
23 (2001)	ensure all parts of the home to which children have access are reasonably free from hazards, this relates to the broken window restrictor. (Regulation 23(b))	01/12/2014

Inspection judgements

Outcomes for children and young people **good**

Young people state that they 'like it here' and it is 'one of the best houses' they have ever had. Young people could not identify any area requiring improvement. Placing authorities highlight that 'outcomes are really good'. They feel this is the 'best placement' for their young person. Professionals state that young people have 'settled in well' and were a 'lot calmer'. Young people thrive within a stable, nurturing environment. They are making significant progress in comparison to their low starting points. They grow in confidence and are making strides with their personal development. Young people have a safe, reflective space to openly discuss and express their feelings. They learn to make sense of their family circumstances which builds up their emotional resilience.

Young people learn the importance of courtesy and respect for others. They re-evaluate their sexist and racist attitudes which help them to interact with others in a socially acceptable manner. They learn the importance of good manners and social skills. Young people show remorse and are able to differentiate between right and wrong. Staff describe young people as being 'very respectful'. Young people develop a positive self-identity through realising their self-worth and learning about their culture and history. This has an impact on their personal appearance; they now enjoy dressing smartly and have improved personal hygiene.

Young people are positively engaging in education, this includes tuition within the home. They enjoy researching information on the internet, visiting museums and the library. Young people expand their knowledge though attending library based events, an example being a lecture on Black history. They receive affirmation from achievement certificates issued by the home. Young people receive encouragement from the fact that their efforts are recognised. Education professionals highlight that young people 'concentrate here' and they are making good progress with their educational attainment. Young people engage in meaningful leisure activities, which are individualised to reflect their interests and talents. They enjoy being outdoors, going to the park, out on bike rides and playing football. They also enjoy swimming, table tennis and going to the cinema.

Young people maintain contact with their family and friends, as directed by their placing authority. They can entertain their family and friends within the home. They can also enjoy external activities with family members, accompanied where necessary by staff. Young people benefit from the home's strong promotion of their needs and the desire to work in partnership with parents to secure the best outcomes. Staff facilitate supervised contact and highlight the impact contact arrangements are having on the young person. Young people share their views throughout their day, which ensures their needs are being met. They formally influence their care during key work meetings and the home's practice in residents meetings. Young people

devise their own menus and activity plans. They know how to complain and use the procedure to address their concerns. Young people feel listened to and they understand why their issues may not be acted upon.

Young people engage in age-appropriate independent living skills. They take responsibility for tidying their rooms, their laundry, washing up and other household chores. They enjoy cooking for themselves and learning how to make traditional culturally reflective dishes. They help themselves to snacks and take pride in their baking skills. Young people learn the importance of budgeting and they demonstrate good financial management. They enjoy devising their shopping lists and purchasing their groceries. They are also able to manage their clothing allowance. They also learn the importance of saving which enables them to leave the home with a significant lump sum. Young people understand the dangers of smoking, taking drugs, misusing alcohol and engaging in unprotected sex. They learn to take responsibility for their health, which includes eating a balanced low sugar diet and attending health appointments.

Quality of care

good

The home provides a consistently good quality service. Staff successfully work with young people who have a history of multiple placement breakdowns. Placing authorities highlight that the care is 'amazing' and staff are 'very proactive and keen to identify what is happening'. The home has a proven track record of effectively working with young people who have complex needs. This includes emotional and mental health needs and young people with autistic traits. Professionals comment on the home's ability to 'tune into special needs'.

Young people benefit from the home's strong promotion of their education and health. Staff assist with providing support during home tuition, escorting on school trips and providing additional support in educational establishments. Young people receive support to lead a healthy lifestyle. They are educated on positive life choices and exercise is part of their daily routines. Young people enjoy a balanced diet, which includes culturally reflective meals and international cuisine. Staff appropriately refer and liaise with health professionals, ensuring young people's best interests are at the centre of all decision-making.

Young people benefit from the good partnerships between the home, placing authorities and other involved agencies. Staff strongly advocate for young people and this includes challenging respective local authorities.

Young people's needs are at the forefront of good placement planning meetings. The home's placement plan complements the placing authority care plan. There are clear, realistic, measurable objectives with precise timescales. These address all areas of a young person's life, including education, health, contact, equality and diversity, safeguarding and life skills. Care plans are unique to each young person and subject to regular reviews.

Young people have positive attachments with staff, describing them as 'good' and 'blessed'. Staff effectively mentor young people, acting as role models in relation to gender, racial and cultural identity. Young people actively participate in key work meetings and take responsibility for working on their goals. Staff nurture young people's strengths and work with them to assist in maximising their potential. Young people have personalised timetables which pictorially document their daily routines. These culturally appropriate visual clues empower young people by presenting information to them in a format suited to their needs.

Young people live in a home which is currently being redecorated to provide a more pleasant living environment. The home is clean and comfortable and furniture and soft furnishings are modern, reflective of a contemporary home. Young people have their own lockable bedroom. They relax in the lounge which has a dining area. Young people spend most of their time in the main lounge where they can watch television or use the computer. The home provides young people with a selection of books, board games, a keyboard and games consoles. Young people also find solace in the conservatory, which provides a quiet, peaceful space. During warmer weather they can also spend time in the paved back garden. The home blends easily into the residential neighbourhood. It is relatively close to a main shopping centre and leisure facilities and parks are nearby.

Keeping children and young people safe good

Young people receive protection from the home's strong safeguarding arrangements. The only issue is regarding the broken window restrictor in one of the bedrooms. This shortfall does not have a detrimental impact on the service, as there are an extensive amount of strengths. Young people confirm that they feel safe at the home. Placing authorities highlight there is no other home in the borough that would undertake the measures and strategies that Winsbeach have demonstrated' to keep young people safe. They appreciate the home's tenacious commitment to 'holding them in difficult and hard to manage situations'. They are thankful for the home's action in relation to their 'safeguarding responsibilities'.

The home has good links with the local safeguarding personnel, which enables them to access training and advice. Staff keep updated on local and national issues, an example being child sexual exploitation. They also collaborated with their local authority who undertook a safeguarding audit. Staff receive regular safeguarding training. Staff understand their duty of care and they know where they can externally report concerns. The home undertake relevant health and safety checks, which includes regular fire drills. Certificates verify the safety of the environment. The home has a sound recruitment procedure which ensures unsuitable people do not work with young people.

The home uses a motivational model of care with consistent boundaries and

structure. Staff effectively manage socially unacceptable behaviour and help young people to make positive changes. Young people respond well to rewards and incentives and no sanctions or restraints have been used since the last inspection. Young people have comprehensive risk assessments and behaviour plans. These include a wide range of strategies to promote positive behaviour. Staff sensitively reprimand young people and show them unconditional care and support. Staff use proven de-escalation techniques and internal restitution, which enables young people to take responsibility for their actions. Professional state that they are 'very appreciative of all the efforts' the home makes to keep young people 'on track'.

The home has a good protocol for managing missing from care episodes. They liaise closely with the police, the local authority and social workers. They proactively arrange meetings with the police to discuss concerns. They also follow young people and pass on relevant information regarding their whereabouts. Young people understand staff are trying to protect them; nevertheless they still use the complaints procedure to express their annoyance. Staff recognise that some young people require a more secure environment. They actively instigate strategy meetings to ensure young people receive the necessary protection. There are currently no missing from care issues or concerns in relation to bullying. Young people benefit from the home educating them on various aspects of personal safety, including gang involvement.

Leadership and management

good

Young people benefit from strong management arrangements. The registered manager is also the owner of the home. They have been managing the home since it was initially registered in 2006. This individual is social work qualified and has a wide range of complementary qualifications which includes youth social work, management and a doctorate degree in social work and criminology. The individual has extensive experience of working with children in a variety of settings which include teaching, probation, research and youth justice. Staff highlight that the registered manager is 'very supportive' and 'motivating'. Placing authorities state that the registered manager is 'very good', they comment on their insightfulness. The management structure includes a very competent, well qualified deputy.

Management have a sound understanding of the home's strengths and the areas requiring further development. There are plans to formalise their therapeutic ways of working, which would involve specialist training. Leaders and managers are implementing the new regulatory changes. The home's Statement of Purpose has been updated, the only area requiring greater clarity relates to restraint training and staff competency. This does not have a significant impact on children, however legislation regulations requires the inclusion of this information. An independent person with substantial inspection experience now undertakes the monthly visits in accordance with Regulation 33 reports. These reports are very comprehensive and provide a detailed overview of the service. Regulation 34 reports address all areas

highlighted in the updated regulations. These reports contribute to the good quality assurance system.

The home has a good history of compliance and at the last inspection there were no requirements or recommendations. The home demonstrates a strong capacity to further improve. Young people benefit from very high staffing levels, enabling at times two to one care. The small culturally reflective well qualified stable staff team provides good continuity of care. Professionals highlight that staff are 'passionate' and 'genuinely concerned' about young people. They feel staff are 'doing a great job' and they appreciate that they work 'collaboratively to meet needs'. Staff are valued and enjoy working in the 'family-like' environment. There is an encouraging emphasis on staff personal development and some staff exceed the vocational qualification level needed for their role. Staff have a good understanding of young people's needs and positively promote their heritage. Staff receive regular supervision, complementary training and appraisals. Young people contribute to the latter, sharing their views on respective members of staff.

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.