

Inspection report for children's home

Unique reference number	SC407787
Inspector	Jennie Christopher
Type of inspection	Full
Provision subtype	Children's home

Registered person	Priory New Education Services Ltd
Registered person address	5th Floor 80 Hammersmith Road London W14 8UD
Responsible individual	Helen Sharpe
Registered manager	Katherine Anne Openshaw
Date of last inspection	22/10/2013

Inspection date	05/08/2014
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Previous inspection	satisfactory progress
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	adequate
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Full report

Information about this children's home

This home is an independent residential home that cares for up to six young people who may have behavioural, emotional and social difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/10/2013	Interim	satisfactory progress
21/05/2013	Full	adequate
09/01/2013	Full	adequate
16/05/2012	Full	inadequate

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
16 (2001)	ensure policies regarding safeguarding, child protection and exploitation are accessible to staff and up to date (Regulation 16 (1))	29/08/2014
17A (2001)	ensure any measure of restraint is only used on a child accommodated in a children's home for the purpose of(a) preventing injury to any person (including the child who is being restrained);(b) preventing serious damage to the property of any person (including the child who is being restrained). (Regulation 17A(1)(a)(b))	29/08/2014

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 restraint are used, children are encouraged to have their views recorded in the records kept by the home and identify when young people have declined to make comment (NMS 3.18)
- ensure staff are aware of current legislation and government guidance on the measures they can take to prevent a child leaving without permission and do not exceed these (NMS 5.3)
- ensure the home provides a comfortable and homely environment and is well maintained and decorated (NMS 10.3)
- ensure that the managers monitoring of records identify any concerns about specific incidents and identify patterns and trends. Additionally ensure prompt action is taken to address any issues raised by this monitoring. (NMS 21.2)

Inspection judgements

Outcomes for children and young people **good**

Young people make good progress in all areas in relation to their starting points. In addition, young people are supported well to understand their personal histories and how this impacts on their behaviour and general well-being. This support results in increased positive outcomes, such as improved understanding and exploration of who they are as individuals, including their sexuality and gender identity. Young people develop an improved self-view and understanding of the issues which lead to them being in care and how this continues to impact on their behaviour. Young people develop some healthy attachments through their relationships with staff and many have improved relationships with their families as a result. Many young people have improved relationships with their families as a result.

Young people gain an increased understanding of healthy lifestyles and what this means for them. Many of the young people have improved personal hygiene and diets since living in the home. Those who continue to struggle in this area are continually encouraged by staff to bathe and try fresh fruits and vegetables. Activities to promote emotional and physical well-being include swimming, cycling and using the gym. Specialist emotional well-being agencies support young people to explore individual concerns in individual and group sessions in the home and community.

Young people are actively encouraged to share their views. Staff respond formally to young people within 'You Asked, We Did' records. Changes within the home have included plans for a brighter bathroom and improved larder area.

Young people generally have excellent attendance at the organisation's school. Creative plans are implemented to support the young people who struggle with attending education, to ensure they are engaged in meaningful activities during education hours. External education opportunities are available as appropriate and young people are encouraged to explore their skills and talents; this includes supporting a young person applying to a music academy.

Young people have a mostly positive presence in the community and engage in a variety of activities. Staff facilitate and attend activities with the young people, such as mini moto racing. The young people learn skills for independence in line with their age and abilities, including budgeting for food shopping, laundry and general household chores.

Quality of care **good**

Young people enjoy positive relationships with staff and 'like that staff listen' to them. One young person stated that staff 'do all they can' to help, even if they are causing 'mayhem,' Staff are concerned for young people's welfare and records demonstrate a variety of methods used to engage them in positive dialogue. Staff form strong working relationships with parents, carers and a range of external agencies to promote continuity of care for the young people.

Young people's views are taken into consideration in all aspects of their lives. Weekly group meetings give young people the opportunity to share any concerns about the home and relationships, alongside sharing ideas on future improvements at the home such as plans for the garden. Young people are aware of the complaints procedure and have used it to great effect. The Registered Manager takes issues seriously, including escalating concerns as required. Bullying is not a current concern of the young people.

Individual care plans identify targets. Regular reviews identify successes and areas for further development. Social workers report that staff consult with them regarding the care plans. Many young people stay with their family every weekend and during school holidays. Contact with family is continually evaluated, ensuring it remains beneficial for the young person. Young people are encouraged to form friends in the community. Staff ensure peers met on the internet are appropriate for young people to meet in person.

All young people are engaged in education and staff effectively encourage them to overcome any barriers to their learning. Close links with the organisation's school ensures a consistency of approach on how best to support the young people.

Young people's positive behaviour is promoted through a variety of methods, including individual reward programs. Charts are tailored to young people's interests such as football, judo and cartoon characters. Goals are achievable and reviewed regularly. Sanctions are fair and proportionate r. and related to the unwanted behaviour. Records do not clearly demonstrate that young people's views on sanctions have been sought, including when they have declined to comment.

Individual health needs are supported including physical and emotional well-being. Medication is stored and administered effectively. Staff have training in the safe management of medication and there is always a member of staff who is trained in first aid on site at all times.

Keeping children and young people safe adequate

Young people are relaxed in the home suggesting they feel safe. A young person commented he does not feel comfortable when there is 'conflict' in the home, but feels staff manage this well. Young people identify staff they can go to if they are worried or upset. Staff have a good understanding of each young person's

vulnerabilities and behaviours that are a risk to them. They work proactively to reduce risks while enabling individuals to engage in age appropriate activities.

Close consultation with specialist police officers and social workers has enabled a young person to meet a peer they met on line, in a controlled, safe manner. The young person did not engage in support from an external agency regarding internet safety. It was reported that staff had worked with the young person in this area; however there was no evidence in records of this having happened.

Staff are confident in processes to follow should they be concerned for a young person's welfare. A flow chart details local procedures in the event of concerns. The most recent child protection and safeguarding policy, including risks such as exploitation. However, this was not available for staff within the home. Staff responded appropriately to a recent incident of concern, and their knowledge of safeguarding practice is sound. Safeguarding investigations are managed promptly and in a robust manner with liaison, as appropriate, with the Local Authority Designated Officer (LADO). Records of investigations are clear and demonstrate the home follows local procedures.

Young people on occasion go missing from the home. When young people leave the home without permission staff try and remain in contact with them, including looking for them in known locations. New measures, including the addition of a gate on the driveway to prevent young people running into the road, have helped. Staff liaise with young people to identify the reasons why they have left the home without permission and how they can prevent this happening in the future. There has been one occasion when staff physically prevented a young person from leaving the home, resulting in a restraint. Records state the measure was in the young person's best interests due to issues when they have been missing previously. However, the relevant risk assessments and plans do not highlight these issues and the reasons for restricting the young person from leaving the home.

Behaviour plans reward young people through positive reinforcement. Young people are provided with the opportunity to consider the causes of unwanted behaviour and how they can respond more positively in the future. Staff are trained in safe physical intervention practice. Restraint is used in the home after methods to de-escalate situations have been exhausted. Records of restraint are not always completed fully or clearly, and have not routinely included documenting when a young person declines to comment on the effectiveness of the intervention. Additionally descriptions of restraints are not consistently clear. Management oversight has not identified the recording issue or potential practice concern.

Regular checks of the building and safety procedures help to protect young people from unnecessary risk. The organisation's recruitment policy is thorough, including robust personnel checks.

Leadership and management

adequate

The home has a competent manager who was registered by Ofsted in November 2013. The manager holds an NVQ 4 qualification in management and caring for children and young people. The manager proactively highlights the needs of the home and the young people who live there to senior managers within the organisation.

The Registered Manager has a good understanding of the strengths and weaknesses in the home through their own checks and the comprehensive reports produced following the Regulation 33 visits. Additionally, questionnaires completed by various partner agencies and young people provide valuable feedback regarding the home and staff. Quarterly evaluation of the manager's monitoring informs the development plan and provides further insight into the quality of service provided. However the checks have not highlighted issues identified during this inspection such as weaknesses recording and general maintenance issues around the home.

The Statement of Purpose reflects the service provided in the home and by the organisation. Staff understand the functions of the home and have a sound knowledge of their role in meeting the needs of young people. The young people's guide is age appropriate and contains information on how to contact the organisation's advice and advocacy services. Young people have been supported when appropriate to complain about services they receive.

The home demonstrates an effective multi-agency approach to caring for young people. Close liaison with social workers, emotional well-being professionals and other specialist support services has helped to improve consistency and outcomes for young people. Complaints about the home from parents are managed effectively and staff communication and practice has been adjusted when appropriate.

The home has a consistent staff team who have a sound understanding of the young people. Staff are positive about their roles and the work they do with young people. They report that they are supported well by the home's management team and through regular supervision. They say managers are approachable and feel confident in raising any concerns. They benefit from mandatory training in order to complete their roles effectively. Additional training opportunities are identified in annual appraisals. Newly appointed staff complete an induction programme specific to the service based on the Children's Workforce Development Council's induction standards.

The home is generally well resourced and a maintenance programme is under way for major refurbishments. However, at the time of the inspection there were broken lampshades and a broken window resulting in the environment not feeling sufficiently homely. A recent location assessment, conducted in liaison with external agencies, demonstrates the home is located in an area that meets young people's needs.

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.