

SC408369

Registered provider: Stoke On Trent City Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home supports young people aged between 10 and 17 years. The home offers care and accommodation for up to two young people. The manager has been registered with Ofsted since February 2018.

Inspection dates: 8 to 9 May 2018

Overall experiences and progress of children and young people, taking into account **good**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **good**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 2 May 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/05/2017	Full	Good
22/02/2017	Interim	Improved effectiveness
04/10/2016	Full	Good
10/03/2016	Interim	Improved effectiveness

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

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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 within the given timescales.

Requirement	Due date
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that helps children aspire to fulfil their potential; and promotes their welfare. In particular, the standard in paragraph (1) requires the registered person to use monitoring and review systems to make continuous improvements in the quality of care provided in the home. (Regulation 13 (1)(a)(b)(2)(h))	26/06/2018
The registered person must review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard). When conducting the review, the registered person must consult, and take into account the views of, each relevant person. (Regulation 46 (1)(2))	26/06/2018

Inspection judgements

Overall experiences and progress of children and young people: good

Young people receive a good level of support from a committed and experienced staff team. Staff understand young people's individual needs and are skilful in supporting young people to develop their self-confidence, emotional resilience and self-esteem. This contributes to young people feeling safe and valued.

Young people access healthcare services as identified within their individual healthcare plans. Staff have regular meetings with psychologists to facilitate consistent implementation of agreed strategies and support. This provides continuity for young people and supports their emotional well-being. Appropriate arrangements are in place for the safe administration and recording of medication.

Young people's school attendance is good. Staff attend meetings and visit schools regularly to ensure that information is shared. As a result, a consistent approach is implemented about communication methods and behaviour management strategies.

Young people's views, feelings and wishes are central to all aspects of how their home operates and develops its practice. Because of this, young people feel involved in all aspects of their care and can contribute to key decisions.

Young people enjoy regular and positive contact with their families and friends.

How well children and young people are helped and protected: good

Young people say that they feel safe in this home. Staff complete safeguarding training that is refreshed, and have a good understanding of their duties in promoting young people's welfare. This reinforces the safety and protection of young people living in the home.

Staff do not ensure that all risk assessments are brought up to date. This means that staff do not have a clear view of actions to take, or an up-to-date evaluation of risks that can be faced by young people.

Staff are trained in behaviour management. This helps them to develop their skills and competence in managing young people's behaviour effectively. Staff work with young people to support them to make positive choices and different ways to control their emotions, therefore avoiding the need for any physical interventions.

Staff know what action to take to promote young people's safety if they go missing from home. Staff make sure that the incident is reported in line with the locally agreed procedures and protocols, so that all agencies are informed and can work together to try to ensure that the young person is returned home promptly and safely.

Young people benefit from living in a safe environment. Staff make sure that the home is safe by completing regular health and safety checks and making sure that equipment is serviced. Staff also practise the home's fire evacuation procedure and test the system on a regular basis. This ensures that young people have awareness of what to do in the event of an emergency.

Young people are protected by the organisation's robust recruitment practice. Staff are vetted and assessed as suitable before any appointment is confirmed. These procedures promote the safety of the young people by preventing unsuitable adults from working with them.

The effectiveness of leaders and managers: good

The home has an appropriately qualified registered manager in place. The manager has been in post since February 2018 and holds a national vocational qualification in leadership, health and social care at level 4.

Staff undertake mandatory and additional training to equip them to meet the individual needs of all the young people living in the home. The majority of staff have completed the level 3 diploma in residential childcare. The remaining staff are enrolled on the

course and are on track to complete it within the required timescales.

Regular staff meetings and informative handovers between shifts promote effective communication within the staff team. This keeps staff updated with young people's changing needs and situations.

The manager has formed positive relationships with a range of agencies, including the police, youth offending service, social workers and other professionals. The local police officer visits the home to meet young people on a regular basis. This collaborative approach promotes young people's welfare.

The manager has not ensured that the home's location risk assessment reviews the appropriateness and suitability of the location and premises. This means that any risks presented by the home's location are not being identified along with the strategies for managing them.

Suitable action has been taken to address some shortfalls from the previous inspection. The manager has updated the children's guide so that it now contains information for young people on how to make a complaint. Regulation 44 reports are now an effective tool for managers to identify shortfalls and sustain good practice. However, the manager has not reviewed and updated the location risk assessment. This requirement has been repeated.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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 whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: SC408369

Provision sub-type: Children's home

Registered provider address: City Of Stoke On Trent, Civic Centre, Glebe Street,
Stoke On Trent ST4 1HH

Responsible individual: Susan Hammersley

Registered manager: Alan Davies

Inspector

Dave Carrigan, social care inspector

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, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for children looked after, safeguarding 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 1231, 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/ofsted

© Crown copyright 2018