

Children's homes – Interim inspection

Inspection date	22/02/2017
Unique reference number	SC408369
Type of inspection	Interim
Provision subtype	Children's home
Registered manager	Dean Wilton
Inspector	Matt Hedges

Inspection date	22/02/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged good at the full inspection. At this interim inspection, Ofsted judges that it has improved effectiveness. Staff offer good support to young people. Young people's social workers confirm this. One social worker commented, 'Staff go above and beyond.' This has helped young people to make good progress since the last inspection. This is particularly impressive given the challenging situations that they have faced. Young people have excellent attendance at school and college. They are progressing well academically. Their independence skills have increased and they are growing in confidence. Young people talk positively about the staff, the registered manager and the care that they receive. Young people also comment on their strong friendships with each other and the trust that they have in each other. One young person is due to leave the home soon in order to move into her own flat. This move has been well planned. The young person is fully involved in the process. She has worked with a range of professionals to ensure that the flat is redecorated and refurbished appropriately. Her positive attitude and hard work (at a time of understandable anxiety) are a credit to her and reflect the support that she has received. The registered manager focuses on helping young people to achieve. He strives for improvements in the home. He makes sure that he closely monitors the quality of care that is provided to young people and takes appropriate action to address concerns when this is required. As a result, he has resolved all of the shortfalls that were identified at the previous inspection. Quality assurance processes are generally effective. The manager ensures that the process includes feedback from young people, staff and families, as well as professionals from other agencies. However, the registered manager brings these views into his formal 'quality of care review' report. This detracts slightly from the standard of the report. Nevertheless, it has little impact on the care that young people receive because of other systems that are in place. Serious incidents, including times when young people may harm themselves, have decreased over the last three months. The registered manager is implementing improved systems to evidence, record and track these incidents. This work is yet to provide the level of detail that is required. A recommendation has been made to	

develop this work further. This will support the registered manager to make the best use of the information that has been gathered.

The staff ensure that the premises are generally pleasant and welcoming. By contrast, some areas are not appropriately designed or furnished. Specifically, on the stairway and the landing, and in a small area of a young person's room, the wallpaper and paint have been stripped off and there are some holes in the plaster. This was done in preparation for refitting some of the internal doors. However, these areas are yet to be redecorated, despite the fact that the work was finished over a month ago. In addition, a young person's bedside cabinet is damaged. These shortfalls detract from an otherwise homely environment.

Staff supervisions are frequent. The team also receives regular support from an independent psychology service. This helps staff to reflect on the young people's needs and the strategies that they use to support the young people. Staff have access to a wide range of appropriate training courses. However, on rare occasions a small number of staff cannot access this training in a timely way. This delay has the potential to affect the confidence that staff have and their responses to young people.

The registered manager and staff have strong relationships with a range of agencies. This includes education and social care agencies. For example, teachers often attend the home's team meetings. A social worker also commented that 'great communication and joint working' are strengths of the staff and the registered manager. This approach helps to ensure that young people receive consistent messages about their care and helps staff to support young people better.

Information about this children's home

The home provides care and accommodation for up to two children or young people who have emotional and/or behavioural difficulties. A local authority operates the home. The home only supports young people from the local authority's area.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/10/2016	Full	Good
10/03/2016	Interim	Improved effectiveness
27/08/2015	Full	Good
18/03/2015	Interim	Declined in effectiveness

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(s) meet(s) 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
6. The quality and purpose of care standard In order to meet the quality and purpose of care standard, with particular reference to the building, the registered person must ensure: (2)(c)(i) that the premises used for the purposes of the home are designed and furnished so as to meet the needs of each child.	07/04/2017
The registered person must complete a review of the quality of care provided for children ('a quality of care review'). The system must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45(5))	07/04/2017

Recommendations

To improve the quality and standards of care further, the service should take account of the following recommendations:

- Ensure that staff can access appropriate facilities and resources to support their training needs. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.11)
- Make best use of the information from independent and internal monitoring to ensure that there is continuous improvement. ('Guide to the children's homes regulations including the quality standards', page 55, paragraph 10.24)

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

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 that 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 focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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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Piccadilly Gate
Store Street
Manchester
M1 2WD

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