

Inspection report for children's home

Unique reference number	SC411616
Inspector	James Harmon
Type of inspection	Full
Provision subtype	Children's home

Registered person	Calcot Services for Children Limited
Registered person address	200 Brook Drive Green Park READING RG2 6UB

Responsible individual	Harvinder Singh
Registered manager	Hayley Jane Wiles
Date of last inspection	26/02/2014

Inspection date	19/12/2014
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Previous inspection	satisfactory progress
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	outstanding
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The home has demonstrated an exceptional ability to assist young people by paying attention to detail and undertaking individualised care planning. This has ensured positive outcomes for young people at the home. The home uses therapeutic principles by consulting with a therapeutic team which offers staff support on how they speak and interact with the young people and manage their behaviours. Staff work very effectively with other professionals, and parents to determine how to best meet each young person's needs.

Young people have a positive view of the home. This is due to the highly positive relationships formed between the staff and young people. The voices of young people are heard and incorporated into practice in the home, contributing to positive progress.

The safety of the young people is paramount. Robust procedures and policies are in place and followed extensively which has enabled all young people to be safe physically and emotionally. Young people appreciate the efforts made to keep them safe which allows them to focus on achieving their goals.

The registered manager has brought stability and new ideas that have motivated the

staff team. The registered manager's passion for the quality of care young people receive and strategic plans for them have been understood and delivered by the staff resulting in a calm, warm and family-style atmosphere.

Full report

Information about this children's home

The home is privately owned by an established company. The home is registered to accommodate a maximum of three young people who may have emotional and behavioural difficulties. A therapeutic approach is taken in working with children and young people with the aim of enabling them to return to their family home or to an alternative family placement.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/02/2014	Interim	satisfactory progress
27/11/2013	Full	outstanding
20/03/2013	Interim	good progress
11/09/2012	Full	good

Inspection judgements

Outcomes for children and young people **outstanding**

The home provides a family-orientated atmosphere. Young people who have found it difficult to cope with family loss and separation develop a great understanding and self-awareness which leads to significant improvements in their behaviour. Young people are not placing themselves at risk, and acting out aggressively. There have been no significant incidents in the past five months.

An independent reviewing officer said, 'it was as if magic dust was sprinkled on the young person, the transformation over six months has been amazing'. A placing social worker said, 'the young person has made significant progress, is generally happy. The dramatic change around in attitude and behaviour is incredible'.

Young people have made significant progress in terms of health. Young people understand and engage in health eating by actively planning and preparing meals. Young people do not misuse substances and they engage in activities that promote an active lifestyle. For example, activities undertaken include: cadets; going to the gym; horse-riding; attending youth club; and having singing lessons. These result in enhanced confidence and self-esteem.

There is excellent communication with child and adolescent mental health services to support young people. Young people are routinely given access to services that meet their individual needs such as anger management.

There is considerable effort by staff to promote family contact for young people. In some instances staff supervise contact while working directly with family members. Excellent outcomes have been achieved through the support the home has provided for the individual young people's contact arrangements.

Educational outcomes for young people are outstanding. All young people are in full time education and some attend mainstream education. Young people have excellent attendance records and educational placements are stable. Appropriate documentation is evident in the young people's files representing their individual educational needs. Young people are supported by the home to make successful transition, for example by attending college open evenings.

Young people contribute to the community and are supported to do so. Young people have participated in charitable events such as collecting toys and games to donate to a local organisation. A young person spoke about how good it felt to participate in charity work.

Young people successfully develop independence skills in the home. They learn life skills through an accredited organization; this enable young people to obtain

certificates for different areas of competence. This contributes to the young person's sense of self-worth and accomplishment. Their developments make tangible improvements to their lives; for example, one young person has learned to travel on public transport independently after it was previously viewed as too risky.

Quality of care

outstanding

The relationship between staff and young people is excellent. Young people have an open and honest relationship with staff that also consists of appropriate boundary setting and thoughtful guidance. Staff assist young people to understand aspects of their care that they are unsure about. A young person said, 'staff go above and beyond, unlike some staff at other places that just come and go daily'.

Young people understand their rights. Young people routinely expressed the view that staff listen to their views and incorporate their ideals into the running of the home. There have been no complaints by a young person for over a year but young people believe that all complaints big or small will be taken seriously.

Young people benefit from personalised placement plans and documentation formulated with the input of the young person. This allows a young person's journey in the home to be tracked and progress monitored. Key worker sessions are consistent and assist in building positive relationship with each young person.

A clearly understood therapeutic model is well implemented by staff by staff. This enables staff to think about their interaction with each young person and how they can better understand them. A 'stable minds' assessment is undertaken on young people coming into the home. This appraises all that is going on in the young person's life from their perspective and makes recommendations which informs their on-going care.

Keeping children and young people safe

outstanding

There is a high emphasis on safeguarding young people. There have been no safeguarding issues for young people and young people expressed that they feel safe and secure with in the home. The location of the home is risk assessed in consultation with the local police which considers the impact of the surrounding area on young people.

Staff are trained in safeguarding through the local council and there are well-established links with the police. Creative methods are utilised when dealing with the needs of young people, this has resulted in a drastic reduction in physical interventions in the home. There have been no physical interventions in five months; it is genuinely a last resort measure for young people. Consequences are fair and

proportionate to young people's behaviour. One young person said, 'that the consequences in the home assisted her with reflecting on her behaviour'.

Young people do not go missing. If young people did go missing there is a standard missing person's policy in place in addition to an individual missing person policy for each young person. There is an effective e-safety policy in place for young people, which alerts the registered manager to situations that could otherwise expose young people to concerning situations on the internet.

There have been no incidents of bullying in the home and young people understand that bullying is not acceptable. Risk assessments are undertaken on the suitability of the young people living together in the home. A young person said, we have never felt as safe as we do at the home and with staff'.

Recruitment of new staff is robust and safe recruitment procedures are followed. Disclosure and Barring Service checks are always gained for all new staff, alongside other robustly collected recruitment checks. This ensures that young people are cared for by suitable adults.

Health and safety is audited externally which is an excellent practice. Routine health and safety checks are undertaken, for example, fire and gas checks have been promptly completed and will be reviewed next year.

Leadership and management

outstanding

The current registered manager was registered in post in August 2014. Young people were involved in the recruitment process. The registered manager instantly brought a new, effective approach to dealing the young people which consisted of being open and honest in feedback to young people. This approach has been the driving force behind the reduction in physical interventions, effective consequences and improved behaviours of the young people.

Young people believe that the registered manager has made a great difference in the home and how they interact with staff.

The registered manager has displayed exceptional leadership by showing awareness of the strength of each staff member while highlighting areas for development. The registered manager and the team leader provide oversight for documentation in the home which ensures it is consistently of a high standard. The management team is robust in challenging any staff member they feel has not acted within the policies and procedures governing the home.

All staff are fully supported with their personal and professional development specifically core training. A comprehensive induction is undertaken and on-going supervision ensures that staff have a positive impact in the lives of young people at

the home. Young people are benefiting from being cared for staff who continuously develop their skill an knowledge through additional training and learning.

Regulation 33 and regulation 34 reports are very detailed and completed on time, ensuring robust management monitoring of the conduct of the home. Regulation 34 reports openly assess the strengths and weakness of the home. The management team implements effective strategies through a very robust development plan. There are no requirements or recommendations arising from this inspection.

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.