

Inspection report for children's home

Unique reference number	SC412296
Inspector	Paul Taylor
Type of inspection	Full
Provision subtype	Children's home

Registered person	Springfield Road Childrens Homes Ltd
Registered person address	283 Cooden Drive BEXHILL-ON-SEA East Sussex TN39 3AG
Responsible individual	Paula Jane Jarrett
Registered manager	Paula Jane Jarrett
Date of last inspection	26/11/2013

Inspection date	30/10/2014
------------------------	------------

Previous inspection	good progress
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	good
-------------------	-------------

This is a well managed home where outcomes for the young people and care provided are of an excellent standard.

Young people play an active role in all aspects of life in the home and contribute fully to the way it is run. They have their views listened to and are nurtured and supported to develop their skills and confidence to an excellent standard, especially when bearing in mind their starting points. A core strength of the home is the quality of relationships between young people and staff with young people benefitting greatly from a positive and committed staff team who have high aspirations for those in their care.

Effective systems and good staff awareness ensure that the safety of the young people is promoted to a good standard. Robust monitoring of the home means that practice and effectiveness of care is assessed regularly in order to make sure it is working to the young person's benefit. The reflective nature of the home's approach means that there is no complacency and that members of staff and managers alike, treat the young people's progress and well-being as paramount. 'It's amazing and dramatic what they have achieved for my child' is a comment from a parent.

One requirement has been made as a result of this inspection together with one

recommendation. These relate to updating the statement of purpose and to ensuring that supervision records are readily available for the registered manager to examine.

Full report

Information about this children's home

The service is a privately run children's home providing care and accommodation for up to three young people between the ages of 10 and 17 years, who may have emotional or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/11/2013	Interim	good progress
16/04/2013	Full	good
12/12/2012	Interim	satisfactory progress
25/04/2012	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)	ensure that the registered person shall compile in relation to the children's home a written statement (in these regulations referred to as 'the statement of purpose') which shall consist of a statement as to the matters listed in Schedule 1. In particular details of the surveillance and monitoring of children accommodated there. Regulation 4 (1) (Schedule 1)	31/12/2014

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- ensure that a written or electronic record is kept by the home detailing the time and date and length of each supervision held for each member of staff, including the registered person. The record is signed by the supervisor and the member of staff at the end of the supervision. This is in particular reference to ensuring that records of supervisions of senior members of staff carried out by the therapist are readily available for the Registered Manager to examine. (NMS 19.5)

Inspection judgements

Outcomes for children and young people **outstanding**

Young people make exceptional progress at this home, especially when taking into consideration their starting points.

As a result of the nurturing care they receive, they achieve a marked development of their social skills and confidence. This enables them to experience success and stability in areas of their lives which they have previously found problematic. For example, attendance at education and gaining insight and self control around challenging behaviours.

Young people have been assisted to understand how to respond appropriately to crisis and trauma in their lives and to develop the skills that are required to manage frustration and conflict positively. The challenging behaviours of young people have decreased significantly. They gain invaluable insight into the reasons behind their lifestyles, behaviours and attitudes and in doing so are enabled to take responsibility for their actions and to learn the most appropriate way to deal with their feelings.

As they grow in self awareness they are able to use their new found skills and make friends and take part in activities in the community. They are also able to attain excellent levels of attendance at school and a marked improvement in their education achievements.

Young people have all their health care needs met and they learn to live healthy lifestyles as a result of the nurturing care they receive. In particular, their emotional health and well-being is particularly well promoted due to the care and nurturing they receive.

Young people benefit immensely from the support they receive regarding their relationships and contact with their families. The home actively works with the young people's families as they see this area as key to every young person's identity, behaviour and background. As a result the home, and in particular the registered manager, will engage families and young people in family therapy with a view to encouraging positive family relationships. This is underpinned by close support during contact visits. This has been very effective. 'I really enjoy my visits home now, I get quite excited' is a comment from a young person.

While none of the young people living at the home are of an age to be preparing for independence, the young people learn valuable life and living skills, such as cooking, budgeting and independent travel. The nurturing they receive enables them to develop these skills in a very structured and planned way and which paces their development sensitively and at rate with which they can cope.

Quality of care

outstanding

Clear routines and boundaries as well as high quality support enables young people to develop trust in the adults caring for them. As a result, relationships between the young people and members of staff are excellent.

Young people are confident that they are listened to and that they have a say in how the home is run. 'I helped interview someone for a job here, it was fun' is a comment made by a young person. Additionally, young people are given numerous opportunities to voice their thoughts and opinions in different situations with the adults who work at the home. These include key work sessions, therapy sessions with the registered manager, meetings with the independent visitor and daily interactions with members of staff. These opportunities ensure that the young people feel they have a voice in how they are being cared for. 'I can speak to anyone I like to at any time' is a comment made.

Young people know how to complain and to whom they can do this. Records show how each complaint has been resolved and if the young person is happy with how it has been addressed. Additionally, the home will advocate on the young people's behalf if the young person has a complaint or concern outside of the home. For example, if they feel they are being treated unfairly at school. This approach further encourages them to voice their opinions and helps them to feel that they count.

Detailed care plans outline how each young person is to be cared for. Young people are actively involved in the development of these plans and this enables them to feel ownership and that they have a voice and influence in how they live their lives. The care plans also include input from social workers and parents. 'I have felt included all the way' is a comment from a parent. The plans are reviewed on a regular basis to ensure that they are relevant and up to date. This means that strategies and effectiveness of approaches can be changed to keep up with the changing needs and behaviours of the young people. For example, changing a behaviour management plan after key work sessions during which the young person has expressed how they would prefer to be supported at times of stress or anxiety. This flexible approach means that each young person's individuality is fully acknowledged and bespoke care plans are developed to a high standard.

The value of education is promoted in the home. Young people achieve excellent levels of attendance, this being virtually 100%. As a result, the achievement of young people at school is also excellent, especially when bearing in mind their starting points. 'They've got her into school, she just didn't go before' is a parent's comment. A comment from a young person's school report is 'she has made superb progress within the last few weeks, both academically and socially.'

Each young person has a choice of enjoyable activities in which to partake. These

include clubs in the community to ensure that they are not isolated and can develop their confidence and social skills as well as their social circle. If necessary, members of staff will attend these activities with the young people to ensure that they have the support and immediate guidance if needed. This support is gradually withdrawn as the young person gains in confidence. The nurturing and sensitive support enables young people to succeed in areas of their lives in which they have previously struggled.

The home is maintained to a high standard and the young people choose their own décor and furnishings. This means that they feel they have an investment in their living areas and that they have an influence on where they live.

Keeping children and young people safe good

Young people say they feel safe living at the home. They report that bullying is not a problem and that the rules are fair. Additionally the home will advocate on behalf of the young people living there if there are seen to be issues external to the home which are affecting the young person. For example, liaising with school if the young person says that they have been bullied there. Records and comments from young people show that this liaison has made a difference to specific situations. 'They sorted it and he doesn't give me that hassle anymore' is a comment from a young person.

The home has procedures to follow in the event that a young person is missing. These are in line with local police protocols. While no young people living in the home have been missing, members of staff are aware of what to do and who to involve if a young person is absent without permission. Each young person has an individual protocol in place which outlines their vulnerability should they go missing. This ensures that measures can be put in place swiftly in the event that they are missing from the home.

The support offered to the young people and their individual behaviour management plans enable them to develop new skills which are effective in dealing with their anxieties and frustrations. This has led to a marked decrease in incidents of restraint and the need for sanctions to be imposed for negative behaviour. 'I've learnt how to deal with things when I'm angry. I don't lose it anymore.' says a young person.

The use of restraint in the home is rare, there being one incident lasting thirty seconds since March 2014. The records of restraint are of a good standard and include comments from the young people and comments from managers about how they feel the incident was handled and resolved. All members of staff are trained in the method of restraint used in the home and this ensures that they have the skills and knowledge to apply holds safely.

The home has a robust recruitment process which ensures that only adults who have

had the correct checks carried out on them are allowed to work in the home. Checks include references which are telephoned to check their veracity and a background check via the Disclosure and Barring Service. (DBS).

Any concerns for young people's safety are effectively passed on to relevant agencies, such as the placing authority and the Local Children's Safeguarding Board (LCSB) representatives. All members of staff are trained in safeguarding issues, including child sexual exploitation, and know the signs to look for and who to inform if they have any concerns. This ensures that they have the knowledge to promote and protect the young people's safety.

Risk assessments, which are updated on a monthly basis, and premises checks ensure that the home is well maintained and safe. All fire equipment is tested regularly. The young people take part in fire drills which are at different times of the day and night. This develops their awareness and strengthens their knowledge of the evacuation process.

Leadership and management

good

An experienced and qualified registered manager has been in place since the home opened in November 2010. She is very well supported by senior members of staff who are also well trained. This ensures that the quality of care and monitoring of performance is of a very good standard.

One recommendation made at the last inspection, regarding décor in the home, has been addressed. The home is maintained to a high standard and is a very comfortable place for the young people to live.

There is a statement of purpose in place which describes services which the home provides. It is not explicit in describing the use of a door alarm to the front door which is turned on at night so that members of staff can be alerted if a young person leaves the home. This shortfall has not had an impact on the young people's welfare and the information is clear in the admission paperwork to referring social workers. However, the information is not clear in the statement of purpose as required by regulation.

The quality of care is scrutinised closely by the manager and senior members of staff. Central to this process is regular consultation with the young people in key work sessions. These are recorded by the members of staff and signed by the young people to ensure that they feel included in the process. As a result of this scrutiny practice is examined robustly and outcomes for the young people are excellent.

The home has a development plan in place which outlines improvements to be made. For example, a project to have a major refurbishment of the back garden and a training plan which ensures that all members of staff are up to date with key issues

such as child sexual exploitation.

The home has enough members of staff to provide one to one support to the young people who live there. Staffing competence and skill is assessed regularly and they have regular training to ensure that their knowledge and practice is developed. As a result of this, support given to the young people is of a very high standard.

All members of staff receive regular supervision and all are unanimous that this is a helpful and positive experience. Senior members of staff receive supervision and therapy from an external consultant. The consultant keeps records of supervisions away from the premises. While the consultant and registered manager meet regularly to discuss staff performance, the registered manager does not have immediate access to the supervision records. This can mean that specific issues or practice cannot be monitored or referred to quickly if the consultant is not immediately available. Supervision records for other members of staff are kept on site and are a good record of areas discussed and action plans put in place, together with progress recorded at subsequent supervision sessions.

Any significant events are passed on to the appropriate agencies promptly and effectively. This means that they can be addressed and responded to and that the home shares information with external professionals. This underpins transparent practice and accountability to all stakeholders.

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.