

SC412979

Registered provider: Priory New Education Services Limited 07221650

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is operated by a private organisation and is registered to care for up to four young people. The home provides residential and short-break care for young people who have learning disabilities.

Inspection dates: 25 to 26 June 2019

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: 12 June 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/06/2018	Full	Good
17/07/2017	Full	Good
16/02/2017	Interim	Improved effectiveness
09/08/2016	Full	Good

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 registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that a record is kept of the administration of medicine to each child. (Regulation 23 (1)(2)(c))	02/08/2019

Recommendations

- Regulation 40(4) requires the registered person to notify Ofsted and other relevant persons if one of the situations specified in regulation 40(4)(a)–(d) occurs, or if there is an incident relating to the protection, safeguarding or welfare of a child living in the home which the registered person considers to be serious (40(4)(e)). ('Guide to the children's homes regulations including the standards', page 63, paragraph 14.10)
- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. ('Guide to the children's homes regulations including the standards', page 15, paragraph 3.9)
In particular, interior paintwork should be refreshed when it becomes marked or worn.

Inspection judgements

Overall experiences and progress of children and young people: good

Young people receive individualised care from a staff team that is knowledgeable and experienced. Young people's complex needs are well understood by the core staff team members, who have devised detailed strategies and routines to maximise young people's independence, choice and control. They keep these strategies under review and are constantly learning and developing their approaches.

Young people have developed positive and trusting relationships with staff. The staff team endeavours to create and maintain a fun and playful atmosphere which young people clearly thrive on. They know the phrases and songs to use to reassure, engage and de-escalate heightened behaviours. This has helped to reduce young people's anxieties and supported them to make good progress. One social worker said, '[Young person's name] clearly enjoys the way staff communicate with him, using songs or phrases to encourage his interaction.'

Staff listen to young people and support them to make choices. They have taught one young person to use the word 'finish' to indicate he wants an activity to stop. This has given him a means to control his level of participation in an activity. Young people are nurtured by staff and, as a result, they have grown in confidence. One young person who would only use single words to communicate his needs can now formulate short sentences.

Young people are supported to become more independent. For example, they are encouraged to take part in household tasks such as helping make meals and doing the laundry. Sensitive support and careful planning have enabled one young person to go to the barber's for the first time.

All young people engage well with education. Most attend a school off-site, and one young person is educated at home. This arrangement has been successful for him and he has made substantial progress. One teacher said, 'Bringing the school to [young person's name] has been transformational, he is a different person. We have been able to teach him so much more now he is less stressed.' There is close liaison between the staff teams at home and school and this means that young people benefit from consistent approaches.

Family members are encouraged to play an active role and have positive relationships with staff. One parent said, 'There is a fantastic atmosphere in the house. They go out of their way to make you feel welcome.' Staff support one young person who is placed at some distance from his family to visit them regularly. This is extremely important to him and helps reduce his anxiety.

One young person went on holiday with staff to an activity centre and his parents met him there. This meant they could spend valuable time together as a family.

The home is spacious and young people benefit from a large private garden with lots of facilities for outdoor play. Internally, some redecoration and maintenance are required to areas that have become worn and tired.

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

Young people are safe and protected from harm. All young people have detailed care plans and behaviour support plans. These documents reinforce the strategies staff need to use to keep young people safe. The personalised care that young people receive from staff helps to reduce their anxieties.

Staff understand and manage young people's behaviours well. They can swiftly identify when a young person is becoming anxious and this means that staff can intervene early to defuse situations. Parents have confidence in the staff team's ability to care for their children safely. One parent said, 'Staff interpret his moods well and they are good at identifying triggers and interpreting non-verbal cues.'

Young people have access to a wide range of activities, both in the home and local community. Risk assessments are in place to enable young people to take appropriate risk without unnecessary restrictions on their activities. High staff ratios and the availability of specialist transport mean that local resources such as hydrotherapy pools and sensory centres are frequently used. Young people also enjoy trips to the local shops and cafes. One parent said, 'They keep my son busy. He's out every night doing something like swimming or going for walks.'

Staff support young people to stay healthy and attend health appointments. Staff carefully plan for these appointments to try to reduce young people's anxieties. All young people have personalised health passports which document their health and support needs should they require medical treatment. A shortfall in the recording of administration of medication was identified during the inspection and a requirement has been made to address this.

The effectiveness of leaders and managers: good

The registered manager leads the team with energy and an enthusiasm for the provision of high-quality services. She has an in-depth knowledge of the young people and this means she is able to provide staff with good direction and support. One social worker said, 'Her knowledge and understanding of this young man is exceptional and she is also a great advocate for him.'

The manager has a good understanding of the home's strengths and areas for development. During the inspection, it was noted that incidents had occurred that Ofsted should have been notified about but had not been. A recommendation has been made to address this.

The manager has fostered good working relationships with families and professionals. Feedback received from parents and social workers is consistently positive. One parent said, 'The manager's ethos is very proactive. She is always trying to improve.'

There have been some changes to the staff team and a number of new staff have been recruited. They have integrated into the team well and they have been supported with a thorough induction programme. The manager has planned the rota to ensure that young people receive consistent care and that they have support from people they are familiar with. One parent said, 'The consistency of staffing has been remarkable. The manager has kept a core team around my child.'

Staff receive regular supervision and appraisals. They also benefit from regular coaching

sessions and debriefs at the end of each shift to aid reflective practice. Staff have access to specialist training, for example intensive interaction, to supplement their skill base.

Team meetings are regular, and the manager encourages staff to focus on young people's progress and celebrate achievements. They are also used as training opportunities to boost staff knowledge and understanding of the young people's needs, through presentations and group exercises.

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: SC412979

Provision sub-type: Children's home

Registered provider: Priory New Education Services Limited 07221650

Registered provider address: 80 Hammersmith Road, London W14 8UD

Responsible individual: Wendy Sparling

Registered manager: Joanne Law

Inspector

Sophie Thomson, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

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