

Inspection report for children's home

Unique reference number	SC413078
Inspector	Katarina Djordjevic
Type of inspection	Full
Provision subtype	Children's home

Registered person	Castle Homes Care Limited
Registered person address	Castle Homes Care Ltd, The Manor House High Street, Rothwell KETTERING Northamptonshire NN14 6BQ
Responsible individual	Lee Aaron Jones
Registered manager	POST VACANT / Kelly Ann Watson
Date of last inspection	15/10/2013

Inspection date	10/12/2014
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Previous inspection	inadequate progress
Enforcement action since last inspection	None

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

Overall effectiveness

Judgement outcome	good
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The home has been judged as good in all areas which is a real improvement since the interim inspection in October 2013. Since the last inspection visit, the home has gone through an unsettled period in terms of management arrangements. However, a new manager took up post in July 2014 and has provided clear leadership and direction which staff really appreciate.

Young people receive a good level of individualised care from a committed and caring staff team. Young people are happy and settled at the home and have good relationships with staff.

Feedback from placing authorities and other agencies, such as the police, reflects significant changes in the management of the home resulting in much-improved outcomes for young people.

No requirements or recommendations have been made as a result of this inspection.

Full report

Information about this children's home

The home provides care and accommodation for two young people with emotional and/or behavioural difficulties. The service is operated by a private organisation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/10/2013	Interim	inadequate progress
28/05/2013	Full	good
03/01/2013	Interim	inadequate progress
24/05/2012	Full	outstanding

Inspection judgements

Outcomes for children and young people **good**

Young people benefit from living at the home and make good progress given their starting points. Young people feel valued and listened to and play an active part in decision making in the home. For example, they are consulted about food, activities and the day-to-day running of the home. Young people are involved in the recruitment process which makes them feel valued and have a real say in the running of the home. This builds up their confidence and self-esteem and they are more able to advocate for themselves. Furthermore, they are able to raise any concerns that they may have as they know they will be listened to. This helps to further protect them from the risk of harm

Young people's behaviour, including risk-taking behaviour, improves during their time at the home. The number of behaviour-related incidents and incidents of going missing reduce significantly which improves their overall safety and wellbeing. Young people learn to reflect on how their behaviours impact not only on them as individuals but also on others.

Young people's health improves during their time at the home. This is because they are now able to engage in health appointments and discussions on the promotion of healthy living in key work sessions and young people's meetings.

Young people who have struggled to attend their education provisions in previous placements make good progress: their attendance improves greatly. Some young people's attendance and engagement in school was good prior to being admitted to the home. Since moving into the home, they have received valuable practical and emotional support to continue with their usual education arrangements. As a result, the young people's life chances and ability to achieve their academic and social potential improve.

Quality of care **good**

Young people receive a good standard of individualised care which takes into account their previous histories and experiences. This is because staff are good at assessing and reviewing young people's needs and working with relevant agencies. Additionally, young people have a range of care records which identify their needs and risks. The records are reviewed regularly. Monthly progress reports are produced and sent to placing authorities which enables social workers to monitor that young people's current needs are being met.

The promotion of equality and diversity is actively promoted in the home. Care and

support enables young people to learn about their backgrounds and retain their individual identity. Young people also learn about people's differences and this helps them to be more tolerant. Different festivals and religions are discussed in young people's meetings: young people celebrated Black History month which included a trip to the Slavery Museum in Liverpool. Young people benefit from support from a diverse staff team who are able to share their own knowledge and experiences with young people.

The promotion of healthy lifestyles is central to the care provided. Staff ensure young people's physical, emotional and psychological health and dietary needs are met. Young people have routine health checks and have access to specialist health professionals where appropriate.

Education and training is seen as important at the home and is based on individual needs. Staff work hard to encourage young people to attend their education and training provisions. This involves staff working closely with schools, colleges and placing authorities. Staff are effective at advocating on young people's behalf to ensure their educational needs are met and that they are able to follow their future career choices. For example, staff successfully negotiated a specialist college placement for a young person in their original placing authority.

Staff are proactive in identifying resources and a range of opportunities based on each young person's needs and interests. Young people are encouraged to try new activities which have proved beneficial in many ways for young people. For example, some young people were initially reluctant to attend activities run by the company: they have attended three different activities since being at the home and enjoyed these experiences. Additionally, this has increased their confidence and social skills.

The home is a detached house situated in a village: it is near enough to larger towns and cities to enable young people to easily access further community resources. Improvements have been made to the environment: a number of communal areas have been redecorated with young people having chosen the colour scheme. Young people's bedrooms are furnished and decorated based on their individual needs and personalities. As a result, young people live in a homely environment which reflects their choices and individual identities.

Keeping children and young people safe good

Young people live in an environment where their safety is paramount. This is because they are cared for by a staff team who are committed to improving their lifestyles. Staff fully understand their responsibilities in reporting any child protection concerns which helps to protect young people from the risk of harm and abuse. Close working and regular communication with placing authorities and other professionals also help to monitor the care and safety provided to young people.

Staffing levels and the existence of open and trusting relationships between staff and young people further protect and promote young people's well-being. Young people know the complaints procedure and are supported to make complaints where needed. Records viewed demonstrate that complaints are taken seriously and dealt with effectively.

The management of young people's behaviour is good. Staff are good at 'thinking outside the box' in looking at strategies to enable young people to change their behaviours and take responsibility for their actions. For example, a young person has been appointed as the health and safety representative and takes responsibility for informing staff of any maintenance issues. This has had a positive impact on young people's behaviour and has resulted in a reduction of aggressive incidents. Restraint is rarely used which demonstrates the skills of the staff team. Appropriate records of restraint and sanctions are kept. These help the management team to monitor staff practice and ensure that the management of young people's behaviour is appropriate and safe. The police have confirmed that there have been significant improvements in the management of young people's behaviour as they are no longer being called out regularly.

Procedures and practices relating to young people going missing are robust and help protect them from the risk of harm. Staff work closely with the police, placing authorities and other professional bodies to try and minimise the risk of harm to young people.

Young people are protected from the risk of harm due to the effective management of health and safety at the home. This can be attributed to the following: all staff take responsibility for the day-to-day management of health and safety; servicing of installations and equipment takes place as required; and regular fire safety testing and fire drills take place. Young people know the fire safety procedures. There are a range of risk assessments regarding the environment.

Safe and rigorous recruitment practices help to ensure young people are protected from the risk of harm and abuse. Appropriate checks are carried out for new employees.

Leadership and management

good

The Registered Manager has worked at the home since July 2014 and has many years' experience of working with young people with emotional and behavioural difficulties. She has a Level 4 qualification in working with children and young people and is currently undertaking the Level 5 in leadership and management qualification.

The home has a detailed Statement of Purpose which meets the requirements of the regulation. It provides clear information about services provided to young people, parent, carers and placing authorities. Practice in the home is in line with the

Statement of Purpose.

Young people receive a good standard of care which promotes their well-being and improves their quality of lives. This is because they are supported by an experienced and committed staff team who are well trained. Staff receive regular supervision and feel well supported by the management team. Staff report significant improvements since the new Registered Manager has been in post: they are now receiving clear leadership and direction. This has improved staff morale and staff are much clearer about what is expected of them.

The Registered Manager has produced a development plan which she regularly reviews. Staff and young people have contributed to the plan and consultation questionnaires received from key stakeholders have also informed the plan.

There is a range of quality assurance systems in the home which help to promote young people's well-being. Shared ownership and accountability by the whole staff team ensure the effective monitoring of records and practices. The Registered Manager carries out regular reviews of a range of records. This helps to ensure that practice is safe and provided in line with young people's placement plans and risk assessments. Consultation forms are given to young people, parents or carers, placing authorities and other key stakeholders which are used to inform future practice and developments. Monthly visits are carried out by an independent visitor and reports sent to the regulator Ofsted as required

There is a clear system in place to notify appropriate authorities of all significant events relating to the protection of young people living at the home. This helps to promote young people's well-being and protect them from harm.

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.