

Children's homes – Interim inspection

Inspection date	27/02/2017
Unique reference number	SC413078
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Castle Homes Care Ltd
Registered provider address	80 Hammersmith Road, London W14 8UD

Responsible individual	Julie Wallhead
Registered manager	Michaela Pritchard
Inspector	Tracy Murty

Inspection date	27/02/2017
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 sustained effectiveness. Young people continue to make good progress in all areas of their lives in this home. Placement stability is very good, and the two young people have formed positive peer relationships with each other since the last inspection. Staff and managers support them well to make progress and enjoy positive experiences. There is a clear and commendable commitment to ensuring that both young people engage and do well in their respective education placements. Staff continue to work closely and proactively with education staff on a daily basis. This provides for consistency of care and support to the young people and helps them to consider any concerning behaviours in both settings. Staff act as positive corporate parents and have high aspirations for the young people. They have supported one young person to consider and plan for further education courses. They have supported the other young person to make a very successful transition from an alternative education provision with high levels of supervision, to a larger and less supervised setting. This has led to increased self-confidence and independence for that young person. Staff and managers set targets for young people to achieve each month. They monitor their progress and have tracking and scoring systems in place. This enables young people to see the progress that they have made and to consider their changing needs in key work sessions. Independence work has commenced for one young person and will be started for another following their school examinations. Such work will provide crucial information to assist with their pathway plans and transitions to adult services. A number of shortfalls were identified as a result of the last inspection. These have all been addressed by the manager at the time of this inspection. The manager has successfully challenged the placing authority for one young person in relation to ensuring that plans clearly reflect current needs and that these needs are being met. There is now a much clearer sense of the plans for this young person and of the placing authority responding to the escalation of concerns from the registered manager. Following the last inspection, meetings were held with both young people to discuss the use of bedroom door alarms. As a result of this consultation, one young person no longer has his alarm activated at night. This is positive and reflects that	

staff have considered the use of such monitoring and made necessary amendments to risk assessments.

One young person was offered the opportunity to have the involvement of an independent advocate, but declined this offer. They receive support from both the staff team and their placing social worker and have indicated that they are satisfied with the level of support that they currently receive.

There are now clear and detailed pathway plans in place for both young people. Staff and managers work closely with involved agencies to consider the transition for the young people. They display a detailed understanding of the complex needs of each young person and of the need to plan well in advance for their future moves to adult services.

Young people have the opportunity to see or keep in touch with family members and significant others. Staff have ensured that agreed contact arrangements are known and followed. Plans reflect the current contact arrangements for the young people.

There have been no incidents of young people going missing from this home for over three years and no use of physical restraint within the same timescale. This reflects the stability of placements for the two young people and skills of the staff team in working to support them. There have been no formal complaints made by young people or others for over a year. Again, this reflects the fact that young people feel listened to and able to discuss any concerns or issues that they may have informally with staff and managers. Regular young people's meetings also provide a forum for them to discuss and consider any relevant issues.

Two shortfalls have been identified as a result of this inspection. The manager regularly reviews and updates the statement of purpose for the home. However, she has failed to send a copy of the revised statements to Ofsted. This prevents the regulator from being able to consider all relevant documentation between inspection visits.

Records relating to the care and support provided to young people are generally good. Sanctions for any concerning or poor behaviour are proportionate and agreed with the young person. However, an incident of bullying by one young person of another within the home was not followed up with a key work session, despite this being agreed in the relevant records as necessary. There is a need for staff and managers to ensure that young people know and understand the consequences of such negative behaviour and that work is done with them to help to eradicate such poor behaviour.

Information about this children's home

This privately operated home offers accommodation for up to two young people who have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/06/2016	Full	Good
02/02/2016	Interim	Improved effectiveness
22/07/2015	Full	Outstanding
09/03/2015	Interim	Improved 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 within the given timescales.

Requirement	Due date
The registered person must notify Ofsted of any revisions to the statement of purpose and send Ofsted a copy of the revised statement within 28 days of the revision. (Regulation 16(3))	31/03/2017

Recommendations

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

- Ensure that standards of behaviour are clear and unambiguous. Poor behaviour should be challenged and discussed. ('Guide to the children's homes regulations including the quality standards', paragraph 8.11, page 39)

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 whom 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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