

SC423442

Registered provider: Care Management Solutions Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is privately owned. The home is registered to provide care and accommodation for up to five children or young people irrespective of gender.

The home has a permanent manager in place who has been registered since June 2016.

Inspection dates: 22 to 23 May 2018

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 30 January 2018

Overall judgement at last inspection: improved effectiveness

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/01/2018	Interim	Improved effectiveness
07/11/2017	Full	Good
28/02/2017	Full	Requires improvement
05/01/2017	Full	Inadequate

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, the 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
In order to complete a quality of care review the registered person must establish and maintain a system for monitoring, reviewing and evaluating— the quality of care provided for children; the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it; and any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. After completing a quality of care review, the registered person must produce a written report about the quality of care review and the actions which the registered person intends to take as a result of the quality of care review ('the quality of care review report'). (Regulation 45 (2)(a)(b)(c) and (3))	30/07/2018

Inspection judgements

Overall experiences and progress of children and young people: good

The staff offer child-centred care to the children and young people in this home. The staff build warm and secure relationships with the children and young people. The quality of the relationships is helping those who have complex emotional needs to progress. One reviewing officer said that the home had been 'consistently good' in maintaining a strong relationship with one young person who experiences significant attachment difficulties.

A placement that recently ended resulted in a disruption of normal routines in the home, and previous harmonious relationships between the children and young people were negatively affected. However, the relationships have now been re-established, resulting

in the other children and young people feeling secure once more.

Some of the children and young people are making good progress in their education. For others who are disengaged, the staff are aware of the barriers to formal education and consistently attempt to facilitate improved attendance and attainment. The staff assist the children and young people to complete homework and revision, and work in partnership with education providers to reintroduce them to learning.

The staff engage the children and young people frequently in individual direct work. This is directly related to their goals and areas for development. Recording reflects how the staff respond sensitively to the concerns and conflicts experienced by the children and young people. Through this engagement, the children and young people receive information, support and encouragement, which is building their self-esteem.

A therapist works with the staff on a monthly basis. This is improving care practice by increasing the knowledge of the staff in relation to trauma and attachment. As a result, the staff are better equipped to understand how the experiences of the children and young people show through their behaviour. This is leading to an enriched response from the staff team in providing a secure and nurturing environment.

The children and young people grow in self-confidence as a result of being encouraged to undertake new activities, such as go-karting and travelling independently. Their achievements, however small, are celebrated in 'happy diaries' and the direct work sessions.

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

The children and young people are safer as a result of the staff's comprehensive knowledge of their vulnerabilities. The practice of the staff is supported by clear and up-to-date risk assessments and behaviour management plans. These plans ensure that the staff take the appropriate steps to reduce risks.

One young person has been missing from the home for a significant amount of time. The manager and the staff have worked in partnership with the social worker to secure the best possible solution to this. Another young person, who recently left the home, also went missing on a regular basis, and this resulted in an increase in the overall number of missing episodes for the home during that period. However, missing from home episodes for the other children and young people are now reducing. There is a well-coordinated response when the children and young people go missing from the home, with timely referral to the police. The police have complimented the staff for their actions in trying to contact and locate the children and young people when they are missing from the home.

The staff provide the children and young people with clear boundaries about what is safe and acceptable behaviour. These boundaries are helping them to react more appropriately when feeling angry or frustrated. The manager has introduced an incentive scheme, and the children and young people enjoy adding up their points and choosing

treats. These measures result in the use of physical intervention being infrequent.

The staff are aware of safeguarding issues relating to the internet. The children and young people are taught about the potential dangers of using the internet. Careful supervision and monitoring of children's and young people's online activity protects them while allowing them to use technology.

The effectiveness of leaders and managers: good

The home is well staffed and resourced to meet the needs of the children and young people. The experienced manager has a thorough understanding of their needs and maintains a focus on their progress.

New staff are employed using a thorough recruitment process, which includes input from the children and young people. The staff feel supported by the manager and receive the appropriate supervision they need to fulfil their roles.

The manager has instituted measures to develop practice through the employment of a therapist to provide consultation to the staff team. The manager has also focused on improving the range, frequency and content of individual direct work. This is having a positive effect on the development of staff and care practice.

The team works together collaboratively, sharing ownership of its practice. The staff provide stability and consistency for the children and young people.

The manager uses good monitoring systems to reflect on improvements to the standards of care. However, he does not use the six-monthly review of the quality of care report to evaluate practice or identify actions to improve the home. The views expressed by the children, young people and their families have not been used to form part of the review, and other professionals have not been consulted.

The manager is particularly careful about considering the needs of any potential placements when matching children and young people. The manager is aware of the impact new children or young people might have on the other children and young people already in placement.

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: SC423442

Provision sub-type: Children's home

Registered provider: Care Management Solutions Limited

Registered provider address: 2 Ravens Lodge, Huddersfield Road, Dewsbury, West Yorkshire WF13 3EE

Responsible individual: Gary Kent

Registered manager: David Ayres

Inspector

Janet Black, social care inspector

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