

SC424280

Registered provider: Nottingham City Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a local authority children's home which provides care and accommodation for up to two children and young people who have emotional and/or behavioural difficulties.

Inspection dates: 19 to 20 September 2017

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 **outstanding**

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 1 February 2017

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection:

None

Key findings from this inspection

This children's home is good because:

- Young people make good progress as a result of living in this home.
- Dedicated staff provide consistent care and boundaries.

- Staff have warm and supportive relationships with young people.
- Young people enjoy a balanced lifestyle. They attend education, take part in their chosen activities, go on holiday and have friendships outside of the home. This means that young people learn, enjoy new interests and develop self-confidence.
- Staff support young people to take part in community events. This helps young people to contribute to their community.
- Safeguarding incidents are rare. However, managers and staff have sound safeguarding knowledge. This means that young people are protected from potential harm.
- Managers and staff have high aspirations for all young people to achieve their potential.
- Leaders and managers are skilled, knowledgeable and highly motivated.

The children's home's areas for development:

- The home's locality risk assessment requires improvement.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/02/2017	Interim	Sustained effectiveness
09/11/2016	Full	Good
09/12/2015	Interim	Improved effectiveness
10/08/2015	Full	Good

What does the children's home need to do to improve?

Statutory requirement

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 review the appropriateness and suitability of the location of the premises used for the purposes of the children's home at least once in each calendar year taking into account the requirement in regulation 12(2)(c) (the protection of children standard). When conducting the review, the registered person must consult, and take into account the views of, each relevant person. (Regulation 46(1)(2))	22/10/2017

Inspection judgements

Overall experiences and progress of children and young people: good

This home is very good at providing medium- to long-term care for young people. Good care planning underpins placement stability. Staff work with multi-agency partners to ensure that transitions in and out of the home are well planned. Young people admitted to the home have clear care and placement plans. These plans are child-focused and address individual needs. Consequently, staff have clarity about young people's needs and provide individualised care. One social worker said: 'This home offers great quality care and support for (the child). They have a fantastic understanding of his needs and always act in his best interests. Staff at the placement work positively with social workers and other professionals and push forward (the child's) care plan.' Staff plan effectively for young people leaving the home to move into semi-independent or fully independent accommodation. This provides young people with the best start in the transition to independence.

Staff communication is good. There are regular opportunities for sharing information, such as breakfast meetings and shift handovers. Staff have regular team meetings. These forums enable staff to discuss young people and share good practice.

Staff have a thorough understanding of the routines and plans for each young person, as well as understanding their needs.

Relationships between staff and young people are positive. Staff set clear boundaries

and ensure consistency in daily routines. They nurture and support young people. This promotes young people's sense of well-being. Staff have regular, meaningful discussions with young people, covering a range of issues. Young people feel able to talk to staff about their worries, their wishes and aspirations. Young people feel listened to and valued. As a result, young people can focus on their education, positive activities and friendships, and they make good progress.

Young people generally get on well together. However, there is friction occasionally. Staff describe these behaviours as similar to sibling rivalry. Staff intervene in these situations and make sure that each young person is clear about acceptable and unacceptable behaviour. Staff, young people and professionals report that there is no bullying.

From their starting points, young people are achieving in their education. Attendance is excellent and young people's achievements are very good. Staff support young people to make the transition from school to college. Staff are sensitive and caring, and ensure that young people are fully supported to make a successful transition. Staff reward and celebrate young people's achievements. This promotes confidence and motivates young people to do well.

Young people are healthy. Staff support young people to attend health appointments and they monitor young people's health. In addition, they seek specific support to help young people with their health needs. These needs might include sexual health, smoking cessation or weight management. The designated nurse for looked after children said: 'The staff at this home are very good at communicating with the health care team and request support for the young people in placement. The staff are always enthusiastic at encouraging the young people to take part in activities and take responsibility for their health.'

Involvement in recreational and social activities in the local community is encouraged. Young people have their own friendships and interests. Staff make sure that young people have time for fun and enjoyment. Young people have enjoyed holidays at the seaside. Additionally, staff have involved young people in a charity fun run. These experiences make a considerable difference to young people. They expand horizons, promote self-esteem and improve confidence.

Staff support young people to develop independence skills in line with young people's age and understanding. Staff act as a good parent. They make meals, tidy bedrooms and make sure that the home is comfortable and clean. Over time, staff teach young people how to complete tasks such as cleaning their bedrooms, cooking, shopping, managing their laundry and helping with tidying the home. Staff formally assess each young person's independence skills. This means that staff are aware of their strengths and learning needs. Consequently, young people develop age-appropriate and vital life skills.

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

Safeguarding incidents are rare in this home. Since the last inspection, there have been

no significant incidents, child protection issues, complaints or allegations from young people.

Staff have a good understanding of risk and put appropriate plans in place to minimise risk to young people. Staff review these plans and adapt strategies to ensure that young people are protected. Rigorous risk assessments are in place for each young person. Over time, risks have reduced for young people, and as a consequence young people have a greater level of independence. Young people are able to take age-appropriate, managed risks, while being kept safe from potential harm.

Staff receive a wide range of safeguarding training. This training covers issues such as radicalisation, sexual exploitation, self-harm, internet safety and 'sexting'. Training provides staff with a good awareness of safeguarding issues. This means that they can respond to a wide range of potential child protection issues.

The home has up-to-date safeguarding policies and procedures. Staff show very good knowledge of safeguarding procedures. This means that in the event of a safeguarding issue, staff would promptly implement safeguarding procedures and notify relevant professionals.

Incidents of young people going missing from the home are rare. When this does occur, staff take appropriate action and implement protocols to safeguard young people. Staff notify social workers regarding each incident and request strategy meetings to review risk management plans. These actions ensure that practical steps are taken to minimise risk and keep young people safe.

Behaviour management is effective. Sanctions and physical interventions are rarely used. Records show that staff use incentives and rewards to encourage positive behaviour. Managers demonstrate that positive reinforcement is much more effective than using sanctions. However, in instances when young people's behaviour has been poor, staff have used proportionate sanctions. Young people say that the rules of the home are fair.

The safety of young people, staff and visitors to the home is a priority. Routine health and safety, maintenance and fire checks ensure that the home is a safe environment. Fire evacuations drills take place at frequent intervals. This means that managers can review the effectiveness of the drills and ensure that staff and young people can safely evacuate the building. The manager has completed an assessment of risk in the locality. This risk assessment has been reviewed recently. However, the risk assessment lacks detail and needs to include the views of partner agencies, such as the local police.

The effectiveness of leaders and managers: outstanding

The registered manager is appropriately experienced, and suitably qualified to manage a children's home. The responsible individual and an assistant manager support the registered manager. This combined leadership and management team is highly effective. They demonstrate excellent levels of knowledge in relation to meeting the needs of young people in residential care. They engage in effective partnership work with social care colleagues.

Managers have taken action to address the shortfalls from the last inspection. Supervisions are consistent. When supervision has not taken place, records note the reason for this. Staff support young people to contribute to their records. In particular, young people write some of their own care plans. Recording overall has improved. This demonstrates that managers are effective in driving improvement.

The leadership and management team members are excellent role models. They have an in-depth understanding of the young people, their needs and progress. They are aspirational for young people and have clear plans to enable them to achieve their potential.

Partnership work is a strength of this home. This means that the multi-agency team delivers cohesive care to each young person. One social worker said: 'The management team are really supportive and work positively with myself. The young person has all of his needs met routinely and they go above and beyond to promote his life opportunities and to promote his well-being.'

Managers are tenacious in ensuring that decisions made are in the best interests of young people. They are persistent in making sure that care plans are progressed. They professionally challenge and advocate on behalf of young people when they feel young people are not having their individual needs met. Managers act as excellent corporate parents.

Very effective management and monitoring of the home ensure that there is continual improvement. Internal and external monitoring systems identify areas for improvement. Monitoring records demonstrate the progress that young people make. Managers understand the strengths of the home and have plans in place for areas which they wish to develop.

Staff feel very well supported by their management team. Supervisions and annual appraisals ensure that staff have their professional and personal needs addressed. The registered manager is passionate about maintaining a stable, motivated team. He understands the needs of individual staff members and the needs of the team as a whole. This ensures that individual and team development is strengthened and staff are deployed to the best effect.

Managers ensure that staff have suitable qualifications and training. The registered manager is clear that high-quality training is essential to provide high-quality care. Staff are either suitably qualified or working towards the required qualification. This ensures that staff are well equipped to meet the needs of young people. Staff take part in a programme of mandatory and additional training. The range of training provided has ensured that staff have a good level of knowledge and skills to meet the needs of young people.

Managers and staff are dedicated to promoting a positive view of diversity and disability. This has been exceptionally important for one young person who is being assessed for a potential learning disability. Managers and staff show young people that they value and

recognise them as individuals, with their own unique talents and skills.

The home is fully achieving its aims and objectives, as defined in the statement of purpose.

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: SC424280

Provision sub-type: Children's home

Registered provider: Nottingham City Council

Registered provider address: Loxley House, Station Street, Nottingham NG2 3NG

Responsible individual: Kay Sutt

Registered manager: Marcel Reid

Inspector

Amanda Ellis, social care inspector

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