

Inspection report for children's home

Unique reference number	SC424897
Inspector	Shaun Common
Type of inspection	Full
Provision subtype	Children's home

Registered person	Clover Childcare Services Limited
Registered person address	Clover Lodge The Common, Happisburgh Common Norwich Norfolk NR12 0RT
Responsible individual	Daniel James Knight
Registered manager	Joanne Claire Turner / Kathleen Anne Laidlaw
Date of last inspection	25/03/2014

Inspection date	21/01/2015
------------------------	------------

Previous inspection	outstanding
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	outstanding
-------------------	--------------------

Young people receive outstanding quality of care leading to very positive outcomes. Young people say they feel safe and well cared for and speak highly of the home and the staff that look after them. Ascertaining young people's views and consulting them about their care, routines and running of the home, and acting on these, is an integral part of daily life.

Robust arrangements are in place for assessing young people's needs and detailed and individualised care plans are developed and implemented by staff. These plans meet the specific and changing needs of each young person. Emotional wellbeing is very much a core element of care delivery with young people receiving an excellent standard of health care.

Safety is effectively promoted with a clear understanding by all staff of the strategies in place that are implemented to help keep young people safe. Relevant procedures are well understood and also implemented to support the safety of young people. There are very positive relationships between staff and young people. This leads to young people developing positive attachments. A positive culture with praise, reward and respect leads to young people developing improved self-esteem and self-worth.

The home is very well managed through proactive planning, regular and effective

monitoring and commitment to delivering the highest standards of care for young people. Young people are looked after by a well-trained, qualified, stable, motivated and highly committed staff team.

This home maintains excellent standards of care whilst striving to improve and develop further. Two recommendations are made. These relate to ensuring records reflect that young people have had the opportunity to see a health professional after any restraint and that they can make comments about any incident on the restraint record.

Full report

Information about this children's home

This children's home is privately owned. It is registered to provide care and accommodation for up to five children of either gender who have emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/03/2014	Full	outstanding
18/06/2013	Interim	good progress
16/01/2013	Full	outstanding
31/05/2012	Interim	good progress

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

Recommendations

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

- ensure where there has been physical restraint, children are always given the opportunity to be examined by a registered nurse or medical practitioner; specifically, ensure that records in the home reflect that young people have been afforded this opportunity, what their response was and if a young person does see a relevant professional following physical restraint, what the outcome is (NMS 3.16)
- ensure that where restraint is used, children are encouraged to have their views recorded in the records kept by the home; specifically, young people are provided with the opportunity and encouraged, to add their comments to the restraint record. (NMS 3.18 and Volume 5, Statutory Guidance, Paragraph 2.104)

Inspection judgements

Outcomes for children and young people **outstanding**

Young people are provided with exceptional care and support and as a result make significant progress. Young people develop positive self-esteem, self-worth and a positive self-image through excellent support and care from a committed staff team. Young people feel secure in a home that provides them with stability and a sense of belonging. A social worker and external professional stated that the home provides 'excellent care and outcomes for young people.'

All young people are attending school full-time or where they are older, are employed. Attendance at school is high and supported by staff that work with young people to establish routines that ensure they are prepared well for the school day. Young people are all achieving in their education and employment with reports evidencing their excellent progress.

Young people are very healthy and well and their health has improved since coming to live at the home. They have access to relevant services and where required, their mental and emotional wellbeing is supported and improved through the input of mental health services. Staff undertake work with young people to develop awareness of wider health issues, such as the effects of alcohol, illicit drugs and sexual health.

Contact arrangements are clearly recorded, kept up to date and known by staff who ensure arrangements are supported. Young people's arrangements are detailed and varied and they are supported to continue to see and stay in touch with their friends, family and others important to them. The support in places ensures young people maintain, strengthen and develop positive relationships with key people in their lives. An external professional stated in relation to contact, 'They are exceptional in terms of the support they give to parents and the preparation they do with both parents and children. Imaginative and creative solutions.'

Young people have clear plans to help them develop skills and experience for the transition to adulthood and independent living. Preparation starts early with young people learning basic skills such as house chores, taking care of themselves and their rooms. This progresses to matters such as budgeting, shopping, cooking and wider knowledge such as paying bills and what is needed to run your own home. One young person described the help, advice and support they have had to prepare for moving on as exceptional and felt staff couldn't do any more for them.

Quality of care **outstanding**

Young people have very positive relationships with staff that are caring and nurturing. Staff are positive role models and positive behaviour is encouraged and supported with mutual respect clearly evident.

There is a wide range of activities available to young people that they engage in and enjoy. Activities provided afford young people choice, stimulation and new experiences. Activities include engaging in the Duke of Edinburgh Award, guitar lessons, football, swimming, street dancing and horse riding. In the summer, young people went on a holiday in the United Kingdom and Europe which they thoroughly enjoyed and provided them with a positive life experience.

Young people's needs are assessed prior to and on admission to the home. Robust care planning is developed and regularly formally reviewed to ensure it is up to date and reflective of the young person's current needs. Care plans are very individualised with any cultural, religious or other needs clearly identified. Staff implement these plans to ensure young people's needs are met and outstanding outcomes are achieved.

Young people are fully engaged in the home. Regular meetings with young people take place so they can have a say about how the home functions and contribute to positive changes; for example how rooms are used, the food provided and activities. Young people are encouraged and supported to be fully involved in their care. They are aware of plans for their future and attend their formal reviews. Keyworkers regularly spend time with young people ascertaining their views, wishes and feelings that then contribute to care planning.

There have been no complaints since the last inspection. Young people feel able to raise any concerns with staff and low-level issues are resolved at this point to young people's satisfaction. There is a complaints procedure should young people need to use it and young people can also contact their social worker, independent reviewing officer, social worker or independent advocacy services, whose contact details are freely available to them.

Young people have access to a range of services. They have regular health assessments and access their GP, dentist and optician when needed or for check-ups to maintain their good health and wellbeing. The home provides access where needed, to mental health and other services such as art therapy. Access to these services in line with young people's assessed needs ensures that emotional and mental wellbeing is addressed and improves.

Staff have an excellent relationship with the local school that young people attend. Staff liaise regularly with school exchanging information that ensures consistency of care that supports young people to attend and achieve their potential. Arrangements with the school are such that if a young person needs additional support then an education facility is available on the site of the children's home, registered with the school, where a teacher will provide education for any young person. Staff can also

provide support to young people in school if this is required.

The home provides a very high standard of accommodation and facilities. The décor and furnishings are high quality and the building and grounds are well maintained inside and out. Young people are able to personalise their rooms and communal areas are homely and comfortable.

Keeping children and young people safe **outstanding**

Young people feel safe at this home and have no concerns. They say that bullying is rare and when it does happen, staff deal with it quickly and fully. The home has a bullying policy which is fully implemented by staff when needed to help keep young people safe.

The home has a child protection procedure that is commensurate with the Local Safeguarding Children Board (LSCB) procedures. Staff understand the procedure and know how to implement it fully should they be concerned about a young person at the home. There has been one child protection matter that has occurred since the last inspection. This was dealt with quickly and the relevant agencies notified with full and appropriate action taken.

There is a positive approach to behaviour management. Young people are encouraged to develop positive social skills and behaviour through staff role modelling, an incentive scheme and positive and nurturing relationships. Where negative behaviour is displayed staff on occasion use sanctions. These are fully recorded, appropriate to the misdemeanour and restorative practice is used. Staff work with young people to help them understand the impact of their behaviour and support them to engage in restorative work to put right what they have done wrong. Young people are able to see the records made and write comments or sign them. This overall approach helps young people to develop understanding and responsibility.

Physical restraint has been used in line with the home's approved methods. A young person stated that staff always carry out restraint properly. Although the home has dealt with some challenging behaviours and the use of restraint at one point did increase, this is reducing through the positive and constructive work with young people. All incidents are recorded and closely monitored by the manager to ensure practice is appropriate and of a high standard. All staff are trained in the home's approved methods and their training is kept up to date. Young people have the opportunity to see a health professional if they choose to do so after any restraint. Records show whether there were any injuries to young people or staff; however, they do not show that young people have been offered the opportunity to see a health professional. This is a recording issue and has no impact upon the care provided. Young people are always provided with the opportunity to talk about any restraint. This helps them understand what happened and work out ways of avoiding

any future incidents through coping mechanisms and strategies. These discussions are recorded on a separate debrief form. This clearly shows that young people's views are routinely ascertained. However, restraint records kept by the home do not include young people's views or their signature to show they have seen what has been written by staff and provide them with the opportunity to make any comments. Again this has minimal impact as young people fully discuss any incidents with staff and managers.

There has only been one incident of young people going missing since the last inspection. The home has a procedure in place and protocol with the local police. These were followed robustly and the young people returned quickly to the home. The incident is fully recorded and evidences all actions taken including on the young people's return to the home.

Risk assessments are developed and kept up to date through regular reviews. They identify all past and currently known risks. These provide an excellent guide and strategies for staff who follow them in practice. Health and safety matters are fully up to date and kept up to date with all required checks and tests being completed promoting the safety and wellbeing of all who live and work in the home. For example, fire drills are carried out regularly to ensure young people and staff understand what do to stay safe, and the servicing and testing of gas installations and electrical equipment is routinely completed.

Two new staff have been recruited to work at the home since the last inspection. Full and robust checks have been carried out to ensure that the right people are employed to work with children.

Leadership and management

outstanding

Excellent leadership ensures the home is managed to the highest standards. The manager is registered with Ofsted, is qualified and has relevant and significant experience. No requirements or recommendations were made at the last inspection.

The home has a detailed Statement of Purpose that is reviewed regularly and sets out the aims and objectives of the home and the range of services it provides for young people. The document provides very good information for placing social workers and families. The home also has a children's guide. This provides suitable information for young people about the home and what it is like. The home has the ability to have documents changed into different formats or languages to meet the needs of families and young people.

The home has a committed and highly motivated staff team that deliver outstanding quality of care to young people. A social worker and external professional stated that joint working and communication with staff was very good. There is always sufficient staff on duty who are fully aware of the specific needs of young people and how

these should be met. Staff are knowledgeable about the home's processes and procedures in order to promote safety and wellbeing.

Staff receive excellent levels of training to support them in providing high quality care and to develop their skills. Most staff are qualified, with some exceeding the basic requirement; for example having social work qualifications. Those that are not qualified are undertaking a relevant course. Staff are very well supported receiving regular supervision from their line manager and an annual appraisal that sets out areas for development in the coming year.

There is good external monitoring of the home through monthly visits by an independent person under regulation 33. Visits identify what the home does well and identifies any shortfalls that assists the manager and staff to improve the service provided to young people.

Internal monitoring of the home is carried out regularly by the manager. Monitoring is very robust and a report of findings is produced every three months showing areas of strength and any areas for further development. Any shortfalls in expected standards or practices are quickly identified and addressed so that high quality care is delivered to young people at all times.

The home has a development plan in place. This plan sets out clearly what the home hopes to achieve and improve for the benefit of young people. This indicates further plans for continuing improvement in the coming months.

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.