

Children's homes - interim inspection

Inspection date	23/03/2016
Unique reference number	SC424897
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Clover Childcare Services Limited
Registered person address	Old Rectory Bungalow, Old Rectory Road, Brumstead, Norwich, NR12 9EU

Responsible individual	Daniel Knight
Registered manager	Joanne Turner
Inspector	Clive Lucas

Inspection date	23/03/2016
Previous inspection judgement	Outstanding
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 Outstanding at the full inspection. At this interim inspection Ofsted judge that it has Improved effectiveness. At the previous inspection shortfalls were identified in relation to records of physical interventions, independent visits and staff awareness of whistle blowing. At this inspection, records of physical interventions show that staff and young people are spoken to after the event. This helps staff and young people to reflect on what happened. Young people are helped to consider the implications of their actions and alternative ways of managing anger or frustration. Staff look at how they responded and think about how any different responses may have made a difference. This helps to reduce the need for physical intervention, or limit its duration. The independent visitor has made some changes to his report format to ensure that he always reports on how well young people are safeguarded. The way in which he reports on how the conduct of the home promotes young people's well-being was still being finalised at the time of his last visit. However, the timescale for addressing this had not passed at that time. Since the previous inspection the process and importance of whistle blowing has been discussed at a team meeting and in individual supervisions. This helps to ensure that staff know how to effectively raise any concerns they may have and so provide an important safeguard for young people. One young person has moved into the home since the previous inspection and none have left. The move into the home was planned and took part at a pace which the placing social worker felt was appropriate for the young person. The social worker said that staff made the move as easy as they could for the young person. They also said that he has begun to settle very well and there has been a notable improvement in his behaviour and his school attendance. Well planned moves make it easier for young people to take the big step of settling into a new home. Placing authorities said that the manager and staff are good at working with them	

and that communication is very good. This effective partnership working helps to make the work with young people effective and relevant.

The registered manager and staff have a good knowledge of the individual young people, the progress they are making and the areas which they need support in. This helps to ensure that plans for young people are relevant and effective. For example, one young person struggles in education and responds better to males than females. The home provides one to one support for the young person in school. This is provided by a male, to ensure the best chance of the young person managing in education. Females do work with him at less stressful times, so that he can learn how to work with and respond appropriately to them.

A placing social work team manager said that staff at the home are 'all clued up' and know about the young person who they have placed at the home. Young people make progress while they are at this home. Some have made significant progress since the previous inspection. One young person is doing very much better in his education and in learning to make and sustain friendships. He has friends outside of the home whom he visits and takes part in activities with. In feedback provided to the home his social worker said that he is 'settled and positive about where he lives, and the progress he has made is amazing'. His independent reviewing officer said that his 'progress is remarkable since the last review' he is 'relaxed, happy and very settled'.

The registered manager has consulted with staff over a number of issues and is in the process of reviewing the supervision format in response to their comments. Changes have been made to the records of consequences and physical interventions. These help staff to focus on and show more clearly how young people are helped to understand their behaviour and its implications.

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 young people of either gender who have emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/01/2016	Full	Outstanding
19/03/2015	Interim	Improved effectiveness
21/01/2015	Full	Outstanding
25/03/2014	Full	Outstanding

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 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 who 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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