

Old Rectory Cottage

Children's homes – interim inspection

Inspection date	12/01/2017
Unique reference number	SC429011
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Bettercare Keys Ltd
Registered provider address	The Keys Group, Laganwood House, 44 Newforge Lane, BELFAST BT9 5NW

Responsible individual	Emma Beech
Registered manager	Zoe Tompkins
Inspector	Maire Atherton

Inspection date	12/01/2017
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 judge that it has sustained effectiveness. Since the last inspection three young people have moved out. One moved out according to the care plan, following a well-planned phased transition. The other moves were unplanned, at either the instigation of the young person or the management of the home. In all these instances, the interests of the young people were central to the decision-making process. The manager has completed an end of placement report for each young person. These contain good analysis and reflection, which identifies learning points. For example, one recent report has informed the management training and development plan for the home, with two additional training courses for staff on anti-bullying. The end-of-placement report also highlights the progress a young person has made while living in the home. Young people who have left keep in touch with staff, both to share their successes and seek support when things are not going so well. It helps the young people that there is an established and settled core staff team who have been in post for two years or more. Three young people have moved in; all these admissions were planned. Their moves into the home were informed by the needs and wishes of the young people. These ranged from a series of visits, including an overnight stay, to a simple move in without preliminary visits. Moves of young people between homes in the same group are given the same consideration as those who are new to the organisation. The manager reviews the needs of each young person in the light of the young people already accommodated to determine the suitability of the match. Her impact risk assessments are of a good standard and identify potential risks arising; however, the management strategies to address these are not sufficiently specific. Young people say that all moves in and out are managed well by staff. They are pleased that even unplanned moves give them an opportunity to say goodbye properly. Although the young people have not lived at the home for very long, they spoke positively about the progress they have made. One said, 'Staff help me a lot. They understand how to manage me.' Another said, 'I am developing my independence.' Young people know about and are happy with their plans. Written plans have improved since the last visit, with the identity of the young person featuring	

prominently. Young people say that their individual needs are met by staff who take time to get to know them.

The manager effectively leads the staff team in safeguarding young people. The manager has introduced a 'thinking report' that young people complete with staff following an incident. This fits well with the emphasis on the restorative approach used by staff, to get young people to consider how their actions may affect others. Staff place the emphasis in behaviour management on rewarding positive behaviour. Young people are actively involved in their behaviour management plans and choose targets to work towards. Negative consequences are rarely used, but when applied are proportionate and suitable, such as making a financial contribution to and shopping with staff for any items they have broken. Staff use physical intervention infrequently, only once since the last inspection. Staff vigilance and understanding of the specific risks to young people who go missing ensure that they respond promptly so that such instances are minimised and of limited duration.

Staff receive training to meet young people's identified health needs in a timely manner so that young people are confident that staff have the necessary knowledge and skills to care for them from the outset. However, when young people are refusing to take medication prescribed for them staff, recording is insufficient.

Since the last inspection a new kitchen has been fitted. This provides young people with a pleasant and well equipped room in which to cook and eat. However, there have been some delays in addressing maintenance issues, due to a vacancy in the maintenance team. This has led to staff propping open a fire door as the hold-open device is not working. There are two broken paving slabs on the path to the front door which are a trip hazard, particularly as the external lighting does not extend to those slabs.

The manager is reflective and uses the monthly reports from the independent visitor and her own six-monthly evaluations to good effect. She keeps the work of the team under review and encourages the team to reflect and learn from all situations, individually and together. She has introduced a new reporting format which keeps relevant information together. This has been amended in the light of staff comments each month since its introduction. The development plan for the home is scheduled for review the week after this visit. The manager has met all six recommendations of the last report.

The manager and her team work effectively in partnership with those important to the young people and the professionals involved with them.

Information about this children's home

The service is run by a large private organisation that operates a range of services. This home is one of a group of six that comprise a cross-regional project commissioned by six local authorities to provide a residential service for children and young people within their local area.

The home is registered to provide care and accommodation for up to three young people who have emotional and behavioural difficulties. Young people living at the home may attend a school also run by the same provider and have access to in-house therapeutic support.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/07/2016	Full	Good
07/03/2016	Interim	Improved effectiveness
25/11/2015	Full	Good
26/03/2015	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 meets 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 must comply within the given timescales.

Requirement	Due date
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (Regulation 23 (1)) In particular, ensure that the records of a young person's refusal to take medication is well documented.	28/02/2017
The protection of children standard: In order to meet the protection of children standard, the registered provider must ensure that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazards to the child's health. (Regulation 12 (2)(d)) In particular, ensure that fire doors are held open using approved methods and that the paving slabs on the front path are safe.	28/02/2017

Recommendations

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

- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans and where they have fully considered the impact that the placement will have on the existing group of children. In particular, ensure that the risk management strategies to be used by staff are sufficiently detailed in the impact risk assessment. (Guide to the children's homes regulations including the quality standards' page56, paragraph 11.4)

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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