

Children's homes inspection - Full

Inspection date	19/01/2016
Unique reference number	SC454265
Type of inspection	Full
Provision subtype	Children's home
Registered person	2nd Nurture Ltd
Registered person address	64 Nathan Drive, Haydock, ST. HELENS, Merseyside, WA11 0GW

Responsible individual	John Shirley
Registered manager	Denise Campbell
Inspector	Jo Hornby

Inspection date	19/01/2016
Previous inspection judgement	sustained effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Outstanding
The children's home provides highly effective services that consistently exceeds the standards of good. The actions of the home contribute to significantly improved outcomes for children and young people who need help, protection and care.	
how well children and young people are helped and protected	Outstanding
the impact and effectiveness of leaders and managers	Outstanding

SC454265

Summary of findings

The children's home provision is outstanding because:

- The young person lives in a welcoming, caring family home. His needs, views and wishes underpin all aspects of staff care. Staff are dedicated to helping him achieve his individual goals and have made a significant difference to his life.
- Staff encourage and support the young person to engage and participate in education provision. They work jointly with education staff and the special educational needs co-ordinator to support educational progress.
- Staff respect and value the young person's views and involve him in all decisions made in the home. He shares strong attachments with staff, who provide him with continuous stability and support.
- Staff give the young person's safety high priority. They know how to keep him safe and ensure his behaviour, risks and vulnerabilities are regularly considered and provided for. Well established links with external safeguarding agencies ensures staff are up-to-date with current themes and hazards such as child sexual exploitation.
- Staff are highly capable in identifying risks and helping the young person manage free time safely and successfully. They encourage and support him to engage in activities designed to discourage him from negative influences in his life.
- Family members and other agencies are particularly complimentary about the care and support provided by staff and management. They confirm that the young person is provided with stability and security by staff who have a thorough understanding of his needs and vulnerabilities.
- Leadership and management is strong. The Registered Manager has a good understanding of the home's strengths and a clear focus on driving improvement to ensure young people receive outstanding individualised care and support.
- The manager has excellent oversight of the home and effectively monitors and reviews the progress and development of the young person. She is extremely proud of the achievements he makes. She is highly competent in identifying when young people are at risk of harm and proactively works with safeguarding agencies to ensure risks are minimised.

Full report

Information about this children's home

The home is run by a private organisation and offers care and accommodation to one young person with emotional and/or behavioural difficulties and learning disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/02/2015	CH - Interim	sustained effectiveness
23/05/2014	CH - Full	Good
04/02/2014	CH - Full	Adequate
18/11/2013	CH - Full	Inadequate

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	outstanding
Staff provide high quality care and support that is specific and customised to meet the young person's assessed needs. This is making a significant difference to his life. For example the young person is much safer and benefits from improved emotional well-being and physical health, as a result of the care and support that is afforded him. A parent said: 'There have been no conflicts since he has moved into the home. I would give staff A star excellent.' The home environment is welcoming and friendly and resembles that of a family home. The small consistent staff team encourage and support the young person to choose the décor for his bedroom and he has enjoyed assisting staff in decorating some areas of his home. This has provided him with opportunities to learn new skills, and has afforded him a sense of belonging. The young person said: 'It's good here. Staff let me choose things for my bedroom.' I get on with all the staff, there is nothing I would change. If I had to judge my home I would say it's definitely outstanding.' Young people are well supported to be healthy and live a healthy lifestyle. Their individual needs are immediately assessed when they arrive at the home and are closely monitored throughout their placement. The home has well-established links with a range of healthcare services. Staff ensure young people are quickly registered with routine health services and are supported to access any specialised services they may require. This ensures young people receive immediate care and support to address any pre-existing health needs as well as identifying any developing emotional and physical health needs. Staff encourage the young person to give his views and wishes in relation to his day to day care. He contributes to menu planning and is encouraged to eat a healthy well balanced diet. He enjoys sports and participates in a range of activities such as golf, fishing, cycling and attending the local gym. The young person said: 'I really like sports, I used to play Rugby but I like playing golf now.' Staff know the young person well and continue to develop positive, trusting relationships with him. Staff invest their time by being interested in his	

experiences, listening to his views and supporting him with situations which are causing him anxiety. Staff offer reassurance and help address these issues in a calm way and also advocate on his behalf. This positive approach has helped him manage several difficult situations.

Staff value the importance of education and provide good support for young people, who prior to admission did not attend full time education. They develop positive working relationships with teaching staff and act immediately when young people have difficulties with education provision. They work collaboratively with special educational needs co-ordinators (SENCO) and placing authorities to ensure that young people are engaging in the correct level of education for their specific needs. A member of education staff said: 'The manager and staff are marvellous, they have made a positive impact on X's life and acted immediately to get him into education.'

	Judgement grade
How well children and young people are helped and protected	outstanding
The young person came to the home with high levels of risk-taking behaviour such as criminal activity. This behaviour has diminished because staff engage him in activities designed to discourage him from negative influences in his life. They help him understand the importance of making the right choices. Staff work with specialist agencies such as the youth offending team and police to ensure that he has the right level of guidance and support. A social worker said: 'Since his admission to the home he adheres to curfews and reflects on his actions. This is a great achievement.' Staff give young people's safety top priority. They understand how young people can be highly influenced by friends. They ensure that these friendships are suitable and seek to discourage those with a negative impact. For example, staff get to know the young person's friends and families. They check out any emerging concerns with local police to ensure that the young person is not at risk of engaging in negative behaviour. They expect the young person to remain in contact when out in the community so that they know he is safe. This proactive approach has proved successful. The young person has taken the initiative to make regular contact with his staff, managing free time more safely and has developed positive friendships.	

Staff understand the triggers to behaviour and are skilled at identifying when changes in a young person's life may cause them to react in a negative way. Staff work sensitively with the young person and ensure that he has the opportunity to discuss any issues which may worry him. The young person said: 'I can talk to staff about anything and they help me.'

The manager and staff work collectively with safeguarding agencies and professionals to keep the young person safe. Information is shared to promote a multi-agency approach to assist him to manage his behaviour and vulnerabilities. A social worker commented: 'multi-agency working is excellent. I fully support this placement. X is a different person since he was placed in the home.'

Comprehensive risk assessments and behaviour management plans are devised to support the young person to understand and manage his behaviour and frustrations in a safe environment. Clear consistent boundaries, high levels of staff supervision and a commitment to keeping the young person safe means that there have been no incidents of him going missing. A social worker commented: 'He has never absconded since being in the home, which is a massive achievement.'

The young person reports that staff help him to keep safe. He is aware that the actions staff take are because they care and need to protect him. Staff engage the young person in discussion regarding behavioural expectations and he is fully involved in setting his own goals and rewards. The effectiveness of this method means there have been no negative sanctions or physical restraint. The young person is taking on increased responsibility for his own behaviour.

The home develops highly effective links with specialist agencies in respect of risk evaluation and young people. Thorough risk assessments identify areas within the locality which may pose risks to vulnerable young people. The manager has a good knowledge of the locality and maintains effective links with the Local Safeguarding Board and community police to ensure that young people are safeguarded.

	Judgement grade
The impact and effectiveness of leaders and managers	outstanding
The Registered Manager has been registered since August 2012. She has a considerable extent of management experience and is currently working towards the level five diploma in leadership and management. She has the necessary skills	

to provide clear consistent leadership and management to a very experienced and dedicated staff team. She is especially child focused, confident and proactive and has a superb understanding of the individual needs of vulnerable young people. A social worker said: 'The manager is very child focused and knows X well.'

The staff team is consistent, and competent in delivering high quality care to young people and their families. Staff have a good relationship with their manager and receive good quality, regular supervision and appraisal, which focuses on their professional development and the progress the young person continues to make. Mandatory training is up-to-date which assists staff to identify and understand risks and to take appropriate action to ensure young people get the necessary support they need.

The manager is proactive in developing professional relationships between the home and a variety of external agencies. Strong links with the young person's placing authority and youth offending team help staff support the young person and meet his individual needs. This has been highly successful in assisting him to make good progress in aspects of his development and to significantly minimise and reduce risks.

The manager ensures that care plans are detailed and specifically devised to include the experiences and needs of the young person. Staff follow these plans to ensure that the young person is supported and encouraged to achieve and ensure he is well prepared for his future.

Care planning is of a high standard and is individual to the needs of the young person. The manager has a clear understanding of the progress the young person makes in relation to his individual plans. She regularly monitors and reviews his progress, enabling her to recognise any emerging patterns or trends. Consequently, she can take swift action to address any areas of concern that are identified. She participates in multi-agency meetings and compiles clear evaluative reports in consultation with the young person, escalating issues with other agencies, such as education to ensure that individual plans are effective and attainable. A social worker commented: 'The manager really stands up for X and advocates on his behalf as he is not keen on participating in meetings.'

The home is consistently managed and successful in meeting the aspirations outlined in its Statement of Purpose. Child focused practice is embedded within the home's ethos and has resulted in the young person attaining positive outcomes in many aspects of his life. The home is highly regarded by families and placing authorities, and recognises the child centred and caring approach as key strengths of the home. A parent commented: 'Staff are there for him 100%, they keep him

safe and care about him. I am very happy.'

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

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 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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