

Inspection report for children's home

Unique reference number	SC456964
Inspector	Michelle Bacon
Type of inspection	Full
Provision subtype	Children's home

Registered person	Cambian Childcare Limited
Registered person address	Pinnacle House 2 Oakwood Square, Cheadle Royal Business Park CHEADLE Cheshire SK8 3SB
Responsible individual	Kamran Iltaf Abassi
Registered manager	Louise Ann Taylor
Date of last inspection	13/01/2014

Inspection date	31/07/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	good
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Young people live in a caring and supportive environment that enables them to make very good progress. As a result they are achieving positive outcomes in relation to their emotional resilience, behaviour, education and making positive friendships. Young people said this is a 'good home' where the staff make them 'feel safe.' A placing social worker commented 'we are pleased with the placement and (name of young person) is very happy there.'

Care planning and practice are highly personalised which includes regular therapy, life story work and key working sessions. There are also fortnightly consultations for staff with the therapist in order for them to better understand and deal with young people's behaviour. In addition staff work with external agencies, including educational providers to ensure young people get the right help, guidance and support.

Young people benefit from the high standard of care from a stable and committed staff team. The staff team provide a warm, nurturing environment that enables young people to feel safe and secure. This is reflected in the strong attachments that exist between young people and the staff. An Independent reviewing officer (IRO) commented 'what I like is the consistency of staff and the good relationship they have with (name of young person).' Clear and consistent boundaries mean that

some young people have made significant improvements in their behaviour. Young people are extremely proud of their achievements.

The home is effectively managed. The manager consistently communicates high expectations to her staff in providing a high standard of care. Staff are well supported and have a clear understanding of their role and responsibilities in ensuring the best possible outcomes for young people.

Three recommendations for improvement are made in relation to the décor; risk assessments and appraisals.

Full report

Information about this children's home

This children's home is privately operated and provides care for two young people, who may have emotional or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/01/2014	Interim	good progress
18/04/2013	Full	good

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 that the home provides a comfortable and homely environment and is well maintained and decorated; in particular that the outside walls are rendered and repainted (10.3)
- ensure risk assessments of the whole children's home environment are carried out, to identify any potential sources of harm to the children are recorded in writing and regularly reviewed(NMS 10.8)
- ensure all staff have their performance individually and formally appraised at least annually and this appraisal takes into account any views of children the service is providing for.(NMS 19.6)

Inspection judgements

Outcomes for children and young people **good**

Young people make very good progress in developing an understanding of their background and how this impacts on their behaviour. One IRO said their young person's 'progress is slow but nevertheless there is definite progress.' This means that over-time they develop positive attachments to staff and learn to manage their destructive behaviours more positively. Overall young people experience placement stability which helps them to feel very settled and secure. As a result they are growing in confidence and have a real sense of pride in their achievements.

Young people's educational achievement is good. Attendance is excellent and young people continue to make positive progress. Consequently some young people are either meeting or exceeding their educational targets. Furthermore, young people actively engage in extracurricular activities such as football, netball and rugby. One young person told the inspector that they are very proud of their role as a bullying mentor in school. This develops young people's confidence and encourages them to continue to participate and achieve their full educational potential.

Young people are healthy and enjoy a healthy lifestyle. They attend routine health appointments to ensure they remain fit and healthy. In addition they are provided with good support and information on a number of issues including anger management, relationships, healthy eating and personal hygiene. Young people are encouraged to engage in activities, such as Zumba classes and bike riding which promotes a healthy and active lifestyle. Young people have made positive friendships in the local community and are able 'play out' with their friends. This develops their social skills and promotes a sense of ownership within the home and their community.

Young people benefit from well-planned contact with their families. This enables them to build and maintain positive relationships with those people who are important to them. Staff transport young people to meet their families and often supervise contact arrangements. This means young people are very well supported to ensure contact is a positive time.

The staff support and encourage young people to develop independence skills dependant on their age. Young people are routinely involved in the running of the home including: menu planning, going shopping, helping to prepare meals and keeping their bedrooms tidy. Personal care is promoted which improves young people's self-esteem.

Quality of care

outstanding

Young people are thriving in a stable and supportive environment. They benefit from excellent relationships with all the staff. The staff are very aware of young people's needs and vulnerabilities and are fully committed to helping them to overcome their difficulties and achieve their full potential. Staff have high aspirations for the young people they care for. As a result young people are growing in confidence and developing skills to manage their emotions more positively.

Young people live in a healthy environment that actively promotes both their physical and emotional needs. Young people have access to a range of health services to meet their needs. The mental health needs of every young person is fully assessed on admission to the home to ensure their emotional and mental health needs are met. A psychologist from the organisation's in-house Child and Adolescent Mental Health Service meets with the staff for regular consultations. This ensures that the staff team are provided with effective support and guidance in supporting young people's emotional and behavioural needs. Furthermore staff use planned key work sessions to talk to young people about issues that may affect them. For example, they use resources on anger management and bullying to help young people understand the impact of these negative behaviours. Consequently there has been a significant reduction in some young people's challenging behaviour.

Young people are very well cared for in line with their placement plans. A placing social worker confirmed that the home is meeting the local authority care plan. Comprehensive placement and health care plans provide a detailed picture of young people's needs and what steps are being taken to address these. They clearly demonstrate the excellent progress young people are making. Young people say they are fully involved in their plans and that their views are taken into account.

Staff actively and consistently promote young people's participation in education. For example, they attend parents evening and transport young people to and from school on a daily basis. As a result, young people are very motivated to attend and their educational outcomes are excellent. Furthermore young people are encouraged to read and have access to books. One young person said they like reading at bedtime as it helps them to sleep.

Young people confirm they know how to complain and how to access information to assist them to do this. The positive relationships between staff and young people means they can talk to staff about any concerns. Regular house meetings and key worker sessions provide young people with a forum to express their views and opinions. Consequently this enables young people to become more confident in expressing themselves and to feel valued as an individual. There have been no complaints since the last inspection.

Young people live in a home that overall provides a very good standard of accommodation. Young people are able to personalise their bedrooms and help to choose the decor for the communal areas. However, the external walls to the back of the house are in need of rendering and painting which will further improve the

appearance of the home.

Keeping children and young people safe **good**

Young people say they feel safe and are kept safe. Staff are well trained in safeguarding matters and are very clear about their responsibility to safeguard young people. Records of planned key work sessions clearly demonstrate the excellent work undertaken by staff to promote young people's safety. For example, they help to raise young people's awareness of the issues around bullying and how to deal with this.

The home has clear protocols in place regarding the management of young people who go missing from home. Staff have had training in working with young people who go missing from care and sexual exploitation. This ensures they have a good understanding of the risks and vulnerabilities to young people who present with these behaviours. There have been no incidents of young people going missing since the last inspection.

Individual behaviour management plans provide staff with clear strategies for the management of young people's behaviour. Young people respond well to the incentives in place. Positive reinforcement such as rewards and incentives are in place and prove successful for young people. Consequently the number of positive consequences outweigh the negatives, and there are no incidents of physical intervention.

The organisation has effective recruitment and selection processes in place to ensure young people are only cared for by suitable people.

Young people live in a home that promotes their physical safety and security. Fire and health and safety checks are carried out at the required intervals. Risk assessments of the environment and young people's activities are undertaken. However, there is no risk assessment in place for young people going out in the local community on their bikes. This does not demonstrate that suitable arrangements are in place to safeguard young people engaged in this activity.

Leadership and management **good**

The manager has been registered since October 2012, and provides effective leadership. She is suitably qualified to level 3 in childcare, and is currently undertaking her level 5 in management. She is also the Registered Manager for another two homes within the organisation. However, she divides her time well

between the homes and there is a suitably qualified first line manager who deputises in her absence.

A clear Statement of Purpose ensures that the aims and objectives of the home are clearly set out. This has recently been updated to ensure compliance with the revised regulations. This means that young people and placing authorities have current information about the service.

The provider and manager effectively monitor the operation of the home to ensure the quality of care is maintained. The manager regularly seeks feedback in the form of questionnaires from parents, social workers and other professionals; to gain their views and ensure that the service continues to improve. This means any shortfalls are quickly identified and acted upon.

Staff confirm they are well supported and receive regular formal and informal supervision. This enables staff to develop their practice and identify areas for further development. In addition staff have their performance annually appraised, however these do not take into account the views of the young people. Staff demonstrate a strong commitment to delivering a high standard of care and are proud of the progress young people have made. One member of staff said 'we are a good team and we know how each of us works.' This ensures young people benefit from the consistency of care provided by a stable staff team.

Most staff are very experienced and suitably qualified to level 3 in Caring for Children and Young People. New staff undertake a comprehensive induction programme. Staff have access to training that equips them with the skills and knowledge to effectively meet the needs of the young people they care for.

Young people's records are stored securely. Staff ensure all information is up to date and provides a comprehensive picture of a young person's time at the home. All significant events are notified to the relevant authorities to ensure the welfare and safety of young people is further protected.

There were no requirements or recommendations made at the last inspection.

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.