

Children's homes inspection - Full

Inspection date	20/01/2016
Unique reference number	SC457266
Type of inspection	Full
Provision subtype	Children's home
Registered manager	Victoria Medlin
Inspector	Tracey Ledder

Inspection date	20/01/2016
Previous inspection judgement	Inadequate
Enforcement action since last inspection	A number of requirements were made at the last inspection.
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Good

SC457266

Summary of findings

The children's home provision is good because:

Leaders and managers have effectively addressed the shortfalls identified at the last inspection. All the requirements made have been met. They have provided staff with support to reflect on the identified shortfalls and move forward positively.

Young people feel listened too and they state that they feel the concerns they raised at the last inspection have been addressed. Young people now report feeling safe and more secure. One young person stated that the home should be judged outstanding at this inspection as this is how they feel they are now looked after.

Young people enjoy a comfortable, clean environment to live in. Their views in respect of the décor of the home are taken into account and acted upon. Young people appreciate this. They take pride in keeping their home just how they like it.

Young people are making good progress in all areas of their lives. They are supported to access specialist help; this has improved their emotional well-being.

Young people are supported to make positive steps towards their independence. One young person has started to collect items for their move into independence. They are excited about the prospect of moving on and feel that they will be ready to do so because of the help and support staff provide them.

Young people can identify an adult to talk to if they have any worries or concerns. They have spoken to staff about their experiences leading up to the last inspection. This has empowered them to be open and honest about their feelings and has offered them confidence to speak out earlier in the future should they have any concerns.

The manager is child focused and demands this from her staff. She is respected by the staff team and collectively they are committed to supporting young people to be happy and achieve to the best of their abilities.

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/s 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(s) must comply with the given timescales.

Requirement	Due date
No requirements have been made at this inspection	

Full report

Information about this children's home

This section should outline:

- the home is registered to look after up to 3 children and young people.
- the home is part of a large national organisation.
- the home is registered to look after children and young people with emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/12/2015	CH - Full	Inadequate
18/03/2015	CH - Interim	sustained effectiveness
03/12/2014	CH - Full	Outstanding
05/03/2014	CH - Interim	Good Progress
25/04/2013	CH - Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	good
Young people enjoy a well presented home situated in an idyllic rural setting. The home offers a peaceful, relaxed and nurturing environment. Communication observed between the staff and young people reflects the environment. The manager has advocated well to ensure that young people are given the opportunity to take age appropriate risks. As a result young people have been able to demonstrate they have been supported to make positive choices and they have made exceptional progress. Young people's emotional well-being has vastly improved since the last inspection. Changes made have had a significant impact on this. Young people state that the changes made have been good for them. Young people have been supported very well since the last inspection. There have been some very powerful open and honest conversations between the staff and young people. These conversations have supported young people to feel safe and secure in their home following a period of uncertainty. Young people are being supported to learn and develop the skills they require for their transition into adulthood. Young people are looking to the future and are planning for their independence. One young person is actively and excitedly purchasing essential items for their move into adulthood. The reporting by the independent visitor is child focused. It offers a good sense of what young people are doing and what is going well for them. Young people are listened too through this process and the voice of the child is far from lost. Young people are supported to access specialist help when this is required. As a result the emotional well-being of young people is actively addressed and has improved since the last inspection. Young people who have left the home have been afforded child focused and positive experiences when moving on. Good information sharing between provisions has ensured that transition for one young person has been completed appropriately and all risks for that young person have been understood.	

	Judgement grade
How well children and young people are helped and protected	good
Young people report feeling safe at this home. Actions taken by the manager since the last inspection have offered reassurances to young people in respect of their safety. Incidents of concern have been eradicated and police involvement has ceased. Young people report that they can identify an adult they can talk to if they are worried or concerned. They are provided with information in respect of contacting others outside of the home. Young people are in no doubt about how they can access support and advice should they need to. Clear assessments of young people's needs support them to take age-appropriate risks. Young people are proud of their progress and are keen to talk about their achievements. This approach to care offers young people aspirations and improves their self-esteem. The organisation has provided management investigation training to ensure concerns about staff are addressed robustly. This has resulted in the manager having improved skills. Investigations undertaken by her will be more effective as a result.	

	Judgement grade
The impact and effectiveness of leaders and managers	good
Leaders and managers have effectively and swiftly addressed the shortfalls identified in the last inspection. A decisive action plan was put in place without delay. This plan has been driven forward by the manager to ensure that the changes required have been achieved. Leaders and managers have ensured that the staff team has been supported following the last inspection. They have ensured that staff have been afforded the time to reflect on the last inspection. They have reflected on their practice and worked effectively as a team to address the identified shortfalls and move forward. The registered manager ensures that young people are provided with numerous opportunities to speak out and have their voice heard. Weekly residents meetings are signed off by the manager and action points followed up. The manager ensures that the voice of the young people is not lost in this home.	

The registered manager actively monitors the quality of care in the home above and beyond the expectations of the organisation. The registered manager's reflective approach to her work ensures that lessons continue to be learnt and plans are put in place to ensure improvement drives the service.

The registered manager not only understands the plans for young people but is instrumental in moulding future plans in line with their needs. She leads by example and is respected by her team.

The manager provides the staff with regular and effective supervision. Supervision is child focused and there is evidence of appropriate challenge.

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*.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *raising concerns and making complaints about Ofsted*, which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2016