

Inspection report for children's home

Unique reference number	SC471153
Inspector	Linda Leeder
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	Barry Eannetta
Registered manager	Fidelia Odogho Brett
Date of last inspection	N/A

Inspection date	08/07/2014
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Previous inspection	N/A
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	adequate
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This home provides satisfactory care that incorporates young people's unique needs and enables them to develop as individuals. Although young people have gone missing from the home, as a result of the care provided by staff young people have made some progress which is evident in changes to their attitudes and behaviours.

Young people have enthusiastic plans for the future and are supported by staff to start to put them into action. Young people's health needs are met and young people say that staff go over and above what is expected of them, for example sitting with them all night when they were ill and supporting them when they were having medical treatment.

Young people are positive about the home. They benefit from positive relationships with staff, a nurturing environment and a consistent approach from adults. Consequently, young people say they feel happy, safe and well looked after. Overall, this helps them develop emotional resilience and stability in their lives.

Staff have an awareness of the needs and plans for young people. They are knowledgeable about how to keep young people safe and this aids the work that staff do with young people around risk reduction and management of behaviour. The manager has a good overview of the home and a clear understanding of areas

that require improvement. There is a plan in place to ensure improvements to the care provided by the home.

There are some shortfalls in regard to practising of fire drills, supervision of staff, ensuring that young people's records are clear and that young people have the opportunity to read their files.

Full report

Information about this children's home

This is a privately owned and run children's home registered for up to two children/young people with emotional and behavioural difficulties.

What does the children's home need to do to improve further?

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 Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
27 (2001)	ensure that all persons employed by the registered person receive appropriate training, supervision and appraisal. (Regulation 27 (4) (a))	24/08/2014
32 (2001)	ensure, by means of fire drills and practices at suitable intervals, that the persons working at the home and, so far as practicable, children accommodated there, are aware of the procedure to be followed in case of fire. (Regulation 32 (1) (e))	17/08/2014

Recommendations

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

- ensure information about the child is recorded clearly and in a way which will be helpful to the child when they access their files now or in the future, Ensure that children are actively encouraged to read their files, other than confidential or third party information and to correct errors and add personal statements. (N 22.5)

Inspection judgements

Outcomes for children and young people **adequate**

Children and young people achieve some positive outcomes within a caring and supportive environment. They have their individual needs met by staff who have an understanding and knowledge which enables them to provide tailored responses to young people. Children and young people grow in confidence because they are treated with respect; they are encouraged to express their wishes, views and feelings and receive positive recognition for their achievements, no matter how small. Therefore children and young people develop a positive self-view.

Young people have their health needs met through routine medical appointments and through the provision of additional specialist health provision when this is required. Some young people receive therapeutic input from the organisation's own therapist team to help meet their needs. Young people have their individual health needs identified by staff who work with other agencies such as health and the placing social workers to meet these needs.

Young people go to school and they are encouraged to attend and participate in this. If young people do not engage there is work undertaken by the home to help address this. When young people reach school leaving age they are supported to try further education. Young people have positive and enthusiastic plans for the future and have taken steps to make progress and achieve these plans.

Young people do participate in purposeful activities within the local community; these include ice skating, going to the cinema and supporting local animal charities. Young people are encouraged to prepare for independence and have skills in cooking and budgeting.

Young people are developing or maintaining good relationships with their families and friends; for some this means they are developing more appropriate relationships with those people who will remain key to them throughout their lives.

Quality of care **good**

Children and young people are cared for by an experienced, motivated and supportive staff team. Staff have built a good rapport with young people at the home and are caring and responsive to their changing needs. Young people say that staff listen and understand. Staff spend time with young people individually. As such they benefit from growing relationships and attachments. Young people are regularly consulted about choices such as activities and food.

The staff understand the needs of each young person well and know how to help each young person get the best out of life. The day-to-day work carried out with young people is of a good quality. There are high levels of respect, compassion and an acceptance of other's difficulties and differences. Needs relating to equality and diversity are recognised, met and celebrated by all living and working in the home.

Young people have occasionally gone missing from the home for quite long periods of time. However staff are knowledgeable about the procedures to follow and make frequent and consistent efforts to find young people and are welcoming when they do return. This ensures that young people want to return to the home and this has resulted in a reduction in episodes of some young people going missing.

Young people know how to make a complaint and they receive this information in their children's guide. The children's guide also provides young people with information on how to access a range of information and support through telephone or the internet.

Young people's health needs are well met by the staff team. This is further enhanced by staff having access to the organisation's child and adolescent mental health service and good working relationships with health agencies. Children and young people are encouraged to eat healthily. They are served food that is healthy, balanced, nutritious and reflective of their dietary and cultural needs. All staff are trained in first aid, making sure that children and young people receive appropriate attention in the event of an accident.

The home is located in a rural village. Young people use amenities available in the local community. The house is well maintained. Young people have ample space and are able to choose the décor in their rooms. This helps young people know their ideas are valued and gives them a sense of personal belonging.

Keeping children and young people safe adequate

Young people say they feel safe in the home and staff demonstrate a sound knowledge of child protection procedures. However some young people have gone missing from the home. The registered manager has monitored this and staff work consistently with young people explore how this can be minimised. Effective missing from home protocols are appropriately executed by staff. Furthermore, staff have developed positive working relationships with the local police to support the safety of young people.

Staff complete comprehensive risk assessments for each young person. They clearly demonstrate the level of risk for young people. Staff review these regularly and update them when needed. This practice minimises risks factors for young people.

Positive behaviour is promoted well in this home. There have been no physical

interventions and these are only used as a last resort. Positive behaviour is rewarded and sanctions are fair and appropriate. Behaviour management work is underpinned by the very positive relationships developed between staff and young people. Young people know that they can talk to staff if they are worried about something and are confident that it will be addressed.

Clear safeguarding procedures are in place and these are understood by staff. Training is provided regularly and this ensures that in the event of an allegation or a disclosure from a young person staff are clear about what to do and who to involve. Staff demonstrate a good understanding of these procedures, protecting young people from potential harm.

The home provides a physically safe and secure environment. Risk assessments ensure the home is free from hazards. Fire prevention equipment is checked and fire drills are practised. However on occasions fire drills were not practised after a young person moved into the home and therefore they are not aware of the procedure to be followed in the event of a fire.

Leadership and management

adequate

There is a Registered Manager in the home. This is the first inspection since registration. The Registered Manager has a vision for the service and is aware of its strengths and weaknesses. There is a plan in place to identify improvements that need to be made to the home. Due to the absence of the Registered Manager because of illness the home is presently being managed by a registered manager from another home. This has led to some records not being monitored for effectiveness and quality. Young people are not encouraged to read their files and therefore they have not been able to correct information that has been recorded wrongly.

There is generally regular supervision of staff and they say that it is of a good quality. However since the absence of the Registered Manager some staff have not received supervision on a regular basis. As a result, some staff are not provided with an opportunity to focus practice on children and young people's outcomes and the role of staff in this complex and demanding task. Staff say that managers are open to being approached at any time and so there is support and guidance available for them. There is a range of training available, including induction training. This all helps to ensure that staff are prepared for their role and have the knowledge and skills to provide suitable care for young people.

The Registered Manager notifies Ofsted and placing authorities of any significant events. There are also regular good quality reports on young people's progress sent to parents and placing social workers. This allows placing authorities to have an awareness of the issues relating to young people. It also allows Ofsted as the regulator to identify if there are any concerns over how such events are responded

to.

The Statement of Purpose is an overview of the care and facilities provided by the home. This enables parents, professionals and staff to gain an understanding of the aims of the home. The welcome guide for young people sets out information so that young people are informed about the service and is focused on what a young person would want to know.

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.