

Children's homes inspection - Full

Inspection date	11/01/2017
Unique reference number	SC471178
Type of inspection	Full
Provision subtype	Children's home
Registered provider	Dove Adolescent Services Limited
Registered provider address	170 Southgate, Pontefract, West Yorkshire WF8 1QJ

Responsible individual	Barbara Whittaker
Registered manager	Stacy Cooper
Inspector	Jenny Fenlon

Inspection date	11/01/2017
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 exceed 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

SC471178

Summary of findings

The children's home provision is outstanding because:

- Young people experience a sense of belonging and are flourishing because of the stability and security that the home provides.
- Young people are consistently supported by a staff team that is expert in providing practical care, which is embedded by a strongly child-focused ethos.
- Young people are fully involved in developing practices in the home.
- The home is well resourced and well kept, and there are creative solutions to maintaining standards.
- Considerable care and attention go into planning future placement admissions and to the safety, positive outcomes and progress of young people.
- Partnership working with professionals is excellent, and highly effective communication and planning enable the implementation of clear and cohesive plans.
- The registered manager is very experienced and has an infectious enthusiasm for the standard of care expected for the young people.

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 with the given timescales.

Requirement	Due date
35: Behaviour management policies and records The registered person must ensure that, within 48 hours of the use of a measure of control, discipline or restraint, the registered person, or a person who is authorised by the registered person to do so ('the authorised person'): (i) has spoken to the user about the measure; and (ii) has signed the record to confirm it is accurate. (Regulation 35 (b)(i)(ii))	28/02/2017

Recommendations

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

- Care records must be kept up-to-date and signed and dated by the author on each entry. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.3).

Full report

Information about this children's home

The home is privately owned. It is registered to provide care and accommodation for up to five children who have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/02/2016	Interim	Sustained effectiveness
25/11/2015	Full	Outstanding
10/03/2015	Interim	Sustained effectiveness
09/07/2014	Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Outstanding
Young people experience a strong sense of belonging and are flourishing because of the stability and security that the home provides. A young person said: 'The difference is when we go on holiday now, it is my holiday, but when my previous carers talked about a holiday, it was their holiday away from me.' Young people appear relaxed and have meaningful time and attention devoted to them. Emotional warmth is evident and laughter is regularly heard. A professional said: 'The home is lovely. It is like a family.' Young people receive exceptional care from staff who support them to explore and achieve their aspirations, resulting in positive experiences and outcomes. For example, one young person celebrated her birthday by having a meal out with friends and attending a concert. Another young person enjoyed a sightseeing trip to London. These life events are creatively captured for young people in a 'journey file'. A young person said: 'I have had too many positive experiences to be able to name just one.' Young people have innovative opportunities to learn new skills and identify their talents. For example, young people have learned to play musical instruments, and this has developed to writing and recording songs. These have been produced on compact disc and are used in admissions and recruitment. A worker reported that seeing this at their interview was inspiring and enabled them to think about the significant importance of the job. Young people are actively supported to attend education, and they achieve academically and vocationally. A young person has recently achieved 100% education attendance. This is significant progress after two years of non-school attendance and where, previously, they would not even write their own name because of fear of failure. After extensive support, another young person is now meeting their expected attainment targets. A tutor said: 'You can see the progress that is being made even over a short period of time. The young person's historical barriers to learning are coming down.' Furthermore, the home strongly advocates and challenges professionals to ensure that young people gain the outcomes that they are able to achieve and deserve. A staff member reported: 'The registered manager has fought tooth and nail to keep [X] in mainstream education.' Young people are encouraged to maintain their health and are routinely supported to get the treatment they need. This is having positive benefits. For example, a young person has had a dental brace fitted, which has impacted positively on her	

self-esteem.

Young people receive excellent support to address their emotional and psychological needs. They are supported by staff who understand the impact of trauma on young people's functioning. Staff are accomplished in responding to psychological distress: this helps young people to overcome trauma and build up emotional resilience. A young person said: 'Even if staff tried, they could not do anything better. It is the only placement that actually cares.'

	Judgement grade
How well children and young people are helped and protected	Outstanding
Young people are protected from harm by a staff team that is knowledgeable and able to recognise and respond to safeguarding needs. Staff know young people very well and build up strong relationships with them. This helps staff to recognise the subtle changes in behaviours that may indicate increased risk of harm, and to which staff respond quickly. As a result, the risk of child sexual exploitation and missing episodes have significantly reduced. A young person said: 'It is harder to hurt yourself when all the people around you care.' Risk assessments for all young people are routinely analysed and updated. and This strengthens the manager's careful placement matching process, ensuring that young people are compatible and that all of their competing needs can be successfully met. A family member said: '[X] has come on a lot. He used to lose his temper with younger relatives, but this no longer happens, which means they can now spend time together.' When young people display challenging behaviours, staff manage these exceedingly well. Staff are consistent in their approach to the care afforded to young people and they are highly skilled at de-escalating situations. Physical intervention is, thus, rarely required. When restraint is used, this is delivered appropriately to protect young people or others from harm. Instances of physical intervention are recorded, but the record is not always compliant with the regulations. This is a procedural shortfall that has no impact on young people or the quality of care that they receive. Young people are effectively educated about the dangers of social media, and comprehensive plans are created to enable young people to safely develop their understanding and usage. One young person's plan is systematically being developed to support his request for online gaming. The staff team works closely with other agencies and professionals and has	

developed productive relationships with schools, health practitioners and social workers. A teacher reported, in respect of sharing information about a young person's needs and associated risk: 'The manager could not have been clearer. She is very clear about the needs of the young people.'

	Judgement grade
The impact and effectiveness of leaders and managers	Outstanding
The registered manager is well qualified and strives for continuous professional development. She demonstrates clear leadership and is highly ambitious for the young people in her care. The work undertaken with young people, the way in which they are supported and their progress and development is monitored, clearly fulfils the home's statement of purpose. The manager has created a supportive environment in which staff can reflect, challenge and change practice to achieve positive outcomes for young people. It was noted by a professional that the staff are not resistant to change, and commented that, as a result: 'They are genuinely making a difference for individual young people.' Care planning is effective in bringing about positive change in young people's lives. For example, one young person now invites staff into their bedroom when, previously, they would barricade themselves in. Young people's records are not routinely signed by the author at each entry. This is an administrative shortfall in that has no impact on young people. There is excellent partnership working with other professionals who are involved in the care of young people. Staff recognise that joined-up and consistent working is imperative to the safety and progress of young people. Staff routinely attend meetings and share their knowledge and expertise to get the best quality care and resources for young people. A tutor reported: 'We have very good communication with the home. Staff are very approachable and professional.' Monitoring of young people's development and progress is strong. The manager is forward-thinking and continues to explore areas for improved practice. Where improvements are identified, actions are quickly implemented to ensure that young people continue to experience excellent quality of care.	

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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