

Inspection report for children's home

Unique reference number	SC477900
Inspector	Rosie Davie
Type of inspection	Full
Provision subtype	Children's home

Registered person	Care Focus Limited
Registered person address	Care Focus Ltd 18 Bury Street STOWMARKET Suffolk IP14 1HH
Responsible individual	Jean Lloyd
Registered manager	Kayleigh Ruth Alden-Hollinsworth
Date of last inspection	N/A

Inspection date	06/11/2014
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Previous inspection	N/A
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	good
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The staff work together to provide personalised and individualistic care. Care is person centred and the young people are proactively encouraged to engage in care planning. Education is integral to the service. Social care and education staff work hand in glove.

Other agencies describe the lives of the young women as 'transformed' within a short space of time.

Parents are confident that their children are safe and well cared for.

The Registered Manager is nurturing and committed. The staff team are energetic and show dedication to achieving exceptional outcomes for the young people in placement.

Full report

Information about this children's home

This home is one of a small group of homes run by an independent provider. This home offers care for up to three young women aged 11-18. Education and therapy services are available for the young women to access in the setting.

Inspection judgements

Outcomes for children and young people **outstanding**

Young people come to this home because there are significant concerns about safety and risk taking behaviours.

Young people no longer engage in high risk taking behaviours. Consequently, they are not placing themselves at risk of further physical or psychological harm. A representative from one external agency said 'If I was going to rate this home I would say it is outstanding because I cannot emphasise enough the progress made by the young person.'

One young person said 'if it was not for the home I do not know where I would be now but I do know that I would not be going to school or thinking about my future.'

Education is available within the home. All young people meet the expectation of attending school. One young person's attendance has improved from 30% to 82%. One young person's attendance has reached 100%.

Young people are studying to sit GCSEs. In addition, young people have the opportunity to complete nationally approved qualifications based around the development of personal, social and employability skills. This means that young people are making progress in education. One young person said 'I have started to think about the job I would like to do when I am an adult.'

Young people receive incentives and rewards, which are varied and personalised. For example, one young person is working towards having a pet. Young people develop and raise their self-esteem and self-worth because of this approach. One young person said 'I have always wanted to show people what I know I can do, and that is what is happening here.'

Young people are thinking about the wider community. For example, making contributions to the local food bank and taking part in national fund raising events. This is helping young people to raise their awareness of wider social and economic issues.

Young people are taking part in group food preparation and household management. This means that they have the opportunity to confidently explore their readiness for independence and adult life.

Quality of care **outstanding**

Staff have high aspirations for the young people in the home. All staff see the potential young people have and support them to reach it. This is consistent and felt by the young people. One young person said 'I do know that every member of staff has my welfare at the heart of what they do.'

Staff provide high quality, inspirational one to one care. Each young person has a team of key workers who are responsible for the implementation and review of the placement plan. Named staff organise individual key time with young people across the week. Sessions are planned, reflective and can be fun. Therapeutic services are available for young people. Staff encourage young people to access therapy however this is at the young person's pace. Staff are creative and imaginative in their approach to young people. The result is that the young people feel supported and engaged in their care.

Every young person has a comprehensive care plan that identifies goals for example in health, well-being and education. Staff implement and consistently review care plans and young people are expected to understand and contribute to their plan. This enhances the personalisation of the approach staff take in providing high quality care.

Staff regularly hold young person's meetings. Young people attend the meetings and are encouraged to bring items for discussion or indeed to lead in the meeting. In addition, across any day, for example at meal times, there is opportunity to discuss issues. Young people are encouraged to personalise and keep tidy their bedrooms. This means they take ownership and pride in the running of the home.

Information about how to make a complaint is available. On arrival, staff provide young people with a guide and welcome pack. During young people's induction, staff also discuss the running of the home. The result is that young people are clear about the rules within the home and the level of care that they can expect to receive.

Staff work hand in glove with colleagues who are employed as teachers and working in the home during school hours. Staff demonstrate persistence and tenacity in encouraging young people to attend education. Care staff provide support during lessons, enhancing young people's learning experience. One young person said 'it was a bit annoying at first but I know they go on because they want the best for me; I am thinking about college now.'

Staff provide a diverse range of activities for young people. Opportunities include music lessons, shopping trips and sport. This means that the young people have structure and routine across the week.

Staff support and encourage young people to follow individual religious and cultural practices. One young person said 'I feel safe to learn more about my culture here.'

The home sits within large grounds and is ideally located. The premises provide

ample comfortable space for young people living there.

Keeping children and young people safe **good**

Young people clearly state that they feel and are safe in this home.

Young people say that they recognise that in living in the home they have protection from significant harm. They say that there is no bullying in the home and that staff deal with any issues between young people swiftly.

Young people rarely go missing from this home. Any unauthorised absences are short and used as opportunities to educate young people about personal safety. Staff demonstrate good knowledge of the joint police and local safeguarding procedures to follow if young people do go missing. This means that the appropriate internal and external systems are in place to speed young people's return.

All young people have behaviour support plans. Staff use restraint only as a last resort, to promote the safety of everyone in the home. Staff offer a range of diverse incentives and rewards to praise and promote positive behaviour. This means that staff are consistently offering young people opportunities to make positive behavioural choices.

The organisation carefully selects and recruits staff to work in the home. Safe recruitment pre-employment checks are completed. All new staff receive an induction within their probationary period. All staff access training in safeguarding. This helps to ensure the suitability of adults working with the young people.

Staff complete regular health and safety checks of the premises. Staff review the comprehensive group and individual risk assessments regularly. In each young person's bedroom, there is a specific fire evacuation plan. As a result, young people have an appropriate understanding of risk and the action they are required to take in the event of an emergency.

Leadership and management **good**

The manager of the home registered with Ofsted in November 2014. She has over 4 years' previous experience of working across the group of homes within the organisation. She demonstrates understanding and commitment to supporting young people to access their individual rights and achieve their potential. The manager is currently completing the required level five management diploma in health and social care.

Ofsted registered the home in May 2014; this was the first inspection. The Statement of Purpose is up to date, reflecting the ethos, aims and objectives of the home. This means that stakeholders can access accurate information about the quality and individual service available.

The external monitoring system provides a clear overview of the performance and activities within the home. This system supports the internal monitoring of the home, which informs the service development plan. This document is live and used by the Registered Manager to work with staff and young people to identify and action areas for improvement. As a result, there is a proactive approach from staff towards the effective and efficient running of the home. Consequently, the management team can demonstrate the value and impact that living at the home has for the young people.

Staff receive regular formal and informal supervision which is designed to improve practice. Staff have the opportunity to attend a range of courses to support them in their role for example, working therapeutically, managing behaviour and level three diploma in health and social care. There is an expectation from managers that staff are well trained and work consistently to embrace diversity.

Managers share information relating to significant events with other agencies and parents in a timely manner. Follow up action happens alongside discussion with key stakeholders, which strengthens opportunity for improved outcomes for young people.

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.