

Children's homes inspection - Full

Inspection date	03/11/2015
Unique reference number	SC487488
Type of inspection	Full
Provision subtype	Children's home
Registered person	Keys Childcare Ltd
Registered person address	Broadwood Education Services LTD, Keys Attachment Centre, Hurstwood Court, New Hall Hey Road, ROSSENDALE, Lancashire, BB4 6HR

Responsible individual	Marc Murphy
Registered manager	Michael Merrison
Inspector	Chris Scully

Inspection date	03/11/2015
Previous inspection judgement	N/A
Enforcement action since last inspection	None
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	Requires improvement

SC487488

Summary of findings

The children's home provision is good because:

The young person is safe and feels safe here. By increasingly taking 'safe risks', such as having more free time, she has developed a much improved understanding of risk.

She is thriving, because of the very good support she receives from a highly committed and knowledgeable staff team.

She is much more able to reflect upon experiences and to learn from these and move on with her life. Her social worker said, 'she has turned her life around since living here.' The social worker credits this success to the commitment of the staff.

The young person is making good progress across all areas of her development, but with particular regard to her health. She has successfully reduced her use of heroin and other recreational drugs, has gained weight and is eating a much healthier diet. Addactions workers say her progress is phenomenal.

The young person 'now engages with their education and is making good and steady progress. She is able to meet with family and those people who are important to her on a regular basis.

The young person has a strong voice in the home with her wishes and feelings being sought and acted upon. As a result, she has invested in the placement and is engaging well with a range of professionals. This has enabled her to make significant progress.

The staff work well with other professionals to ensure the young person receives the best support and guidance. They are not afraid to challenge others when this is in the best interest of the young person.

There are some recording issues within the health care plan and some risk assessments but these do not affect upon the care provided. Monitoring of the home is not yet robust. Managers are yet to undertake training on delivering supervision and the homes in-house disciplinary procedures.

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
10: The health and well-being standard 10. In order to meet the health and well-being standard the provider must ensure that: 2 (a) staff help each child to – (i) achieve the health and well-being outcomes that are recorded in the child's relevant plans. In particular, ensure their health care plans are sufficiently detailed and provide insight into all of their medical needs.	18/12/2015
Ensure a record is made of any complaint, the action taken in response, and the outcome of any investigation. In particular concerns raised by young people which on the surface may seem inconsequential (Regulation 39 (3))	18/12/2015
The registered person must ensure produce a report about a visit ("the independent person's report") which sets out, in particular, the independent person's opinion as to whether - (a) children are effectively safeguarded: and (b) the conduct of the home promotes children's well-being (Regulation 44 (4) (a) (b))	18/12/2015

Recommendations

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

- Ensure staff continually and actively assess the risks to each young person and the arrangements in place to protect them. In particular, the missing from care risk assessments and all records are sufficiently detailed. (The Guide to the Quality Standards, page 42, paragraph 9.5)
- Ensure the staff in the current staffing structure have the necessary experience and qualifications to enable the delivery of the homes Statement of Purpose in

particular, training with regards to the delivery of supervision and the homes in-house disciplinary procedures. (The Guide to the Quality Standards, page 53, paragraph 10.8)

- Ensure the Registered Manager makes best use of independent and internal monitoring to ensure continuous improvement. In particular monitoring reports clearly identify any shortfalls, patterns or trends. (The Guide to the Quality Standards, page 55, paragraph 10.24)

Full report

Information about this children's home

- The home is registered to provide care and support to one young person with emotional and/or behavioural difficulties. It is one of several owned and managed by a limited company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	good
The young person receives a bespoke care package, which effectively identifies her very specific and complex needs. She is actively encouraged to have a say in the decisions made about her care and future. She spoke confidently about the plans for her to move into her own flat after Christmas. She said staff have been very supportive, ensuring she gets to all her meetings so that she knows what is going on. She is thriving because of the warm, caring and nurturing relationships she has with staff. As a result, she is much more able to reflect upon past events and to move on from these. A photograph in her bedroom depicts her on arrival at the home. She wrote on this that she was not going back to this. Staff said she uses this as a reminder of how far she has come. Staff have an innate understanding about her needs. They talk confidently about these and the actions they are taking, the reason for this and the intended outcomes for her. As a result, the young person receives consistent, good quality care, which is enabling her to make great strides in the way that she sees herself and her future prospects. The young person said 'every day is a whole new day for me.' Her health has dramatically improved since coming to live at the home. She eats a much more healthy diet and is extremely proud that her weight has improved. She has a much better understanding of how to manage this and keep herself healthy. She said how she enjoys trying new foods, such as avocado and salads but says she does not like the leaves (lettuce). She enjoys cooking with staff. They said 'her broccoli and stilton soup is wonderful.' She said staff show her a range of easy recipes that she can recreate in her flat, although she will not be making one member of staff's pasta bake as it was 'awful.' She has a good understanding of what she needs to do to keep healthy. She is now confident to engage with health care professionals such as Addactions and is extremely proud that she is no longer using recreational drugs, such as Heroin. Addactions workers, her social worker and staff are equally proud of her achievements. Everyone celebrated the phenomenal progress she has made in such a short period. This positive reinforcement and praise has significantly improved upon her confidence and self-esteem. This is because of the consistent support offered by staff, which has enabled her to make good decisions about her future and where she wants to be.	

Professionals are complimentary about the staff and the support they provide. A social worker said because of her stay here the young person has 'turned her life around and now has normality in her life.' Staff work tirelessly to support her and are very proactive in sourcing additional support for her such as involving the looked after nurse. Staff are not afraid to ask for advice and when they do, they take this one board, which ultimately improves the outcomes for the young person. As a result, the young person has made good progress across all areas of her development.

Professionals spoken to commend the staff's tenacity in getting the right support for the young person and the help given her to carry out any tasks or activities professionals have set. They explained staff are not afraid to challenge them for example, to increase the young person free time. They successfully argued that due to her age it was imperative that she learnt to manage this safely. Social worker's agree this was right for her and she has continued to go from strength to strength.

She attends college three days a week to complete foundation courses and some AQA modules. She has made friends here and regularly brings them home for tea or to enjoy a movie night. She is not afraid to put up notices reminding everyone not to talk through the movies, as she does not want to know what happens next.

She is gaining confidence to go out in the community on her own and to enjoy some time with her friends being a normal teenager. She voluntarily keeps staff updated about what she is doing and her whereabouts. She said 'I do this because, I know they care about me and want to keep me safe.'

She feels valued as staff listen to her. She said she is confident to talk to staff about anything as they are there for her. Her views are actively sought on all aspects of her care and her 'you said, we did' file is testimony to this. This is full with photographs and mementos of her activities with staff. She is particularly proud of climbing to the top of Snowdon and terrifying staff at Farmageddon! She said that she does do lots of things and does contribute to these activities.

Key worker sessions take place on a regular basis and provide effective opportunities for staff to talk to her about specific issues such as her sexual health, her plans for moving on or contact with family. The young person highly values this one to one time with staff; especially as the discussion takes place in her favourite coffee shop at her request,

She is well supported to prepare for her move into adulthood and a more independent lifestyle. She is encouraged to help plan meals and shop for food items with staff and therefore learning valuable life skills. She is working closely with staff on sourcing a flat to move into and the items she will need to furnish it.

As the young person lives away from home, maintaining contact with her family and those important to her is a priority. She has a strong affiliation with her family and her bedroom walls are adorned with photographs of them. Staff work hard to ensure she sees everyone on a regular basis, this means she is able to maintain relationships, especially as she will be moving back closer to home.

At one point, she would have liked her dog to move in with her. Careful consideration was given and it was agreed. However, they decided the move might be too much for dog so left her with family.

The young person is not afraid to challenge staff when she feels an unfair decision has been made. For example, limiting contact with a family member. She confidently spoke to staff about this and successfully argued her reasons against this with them and her social worker. To her delight, the decision was overturned.

	Judgement grade
How well children and young people are helped and protected	good
The young person's safety and well-being are of paramount importance to staff. Effective multi-agency working helps keep her safe. There has been one incident of the young person being missing and she quickly returned home. This was because staff took effective action to locate her. Staff know what action they need to take when they have a concern about a young person. They ensure they get the right support when they need it most, for example contacting health care professionals due to a change in her medical needs. On one occasion, the young person raised a concern with their key worker. Although this was investigated it was not recorded as a concern. This was an oversight by the home but did not affect the care provided, as she was fully apprised of what was happening and the outcome. Staff are inventive in the way that they provide support. For example, they have initiated a key word for the young person, which they can use when they are feeling anxious or stressed. If the young person was to use this in a sentence for example when on contact, staff can intervene and if necessary says it is time to go. This means the young person gets the support when needed but does not lose face with her family. The young person is very aware of how to make a complaint should she need to. She confidently explained about the stamped addressed envelopes in the quiet room so that she can write to Ofsted, her social worker or advocate if she has any concerns. In addition, she has all their contact numbers and email addresses.	

However, she feels this is unnecessary as she can talk to staff about anything.

Young people's risk assessments do not always provide sufficient information about her perceived risks, the action taken to reduce this and where they may go when missing. This is a recording issue as discussions with staff demonstrate that they have a secure understanding of the individual risks for her and the action they are taking to reduce this.

Young people are instrumental in helping to devise the behaviour management strategies. Their views are sought about how they can best manage their behaviour and the support that they need. Staff are proud she has identified other strategies to reduce her anxieties, such as going to the quiet room to chill. There have been no physical interventions and only two sanctions imposed upon the young person. She has a secure understanding of the house rules and says these are fair.

The home is well maintained, safe and secure. The young person has personalised her bedroom and loves to plaster her walls with photographs of herself with staff and her family. She has a strong sense of belonging and will often put signs up around the home reminding staff to be quiet when they come in of a morning as she may be sleeping and does not want to get up early.

Sound and secure recruitment procedures ensure all staff are fully vetted prior to starting working at the home. Their safety is further enhanced due to the robust vetting of visitors to the home. All of whom are required to sign in and out of the home and are supervised well during their visit.

	Judgement grade
The impact and effectiveness of leaders and managers	requires improvement
The manager has been in post since the home opened in June 2014 and holds an NVQ 5 in Leadership and management as well as relevant childcare qualifications. He is also the Registered Manager of another three-bed home. The Registered Manager is ably supported by a conscientious and tenacious deputy who places the young person at the heart of everything the home does. As a result, the young person receives good quality care that enables her to make good and in some areas excellent progress. There are sufficient staff on duty to meet her individual needs. The consistency of the staff team is integral to the young person's investment in the service and her progress. Staff undertake additional shift to ensure consistency of care. When other staff provide cover, the young person's views are sought about whether she	

feels they should work there again. This information is fed back to individual staff and agencies in order to improve the support provided.

Staff have regular supervision and training opportunities. They said they are confident to request additional training for example Level 5 qualifications to support their future career opportunities within the company. However, managers have not yet received training on conducting supervisions and the homes in-house disciplinary procedures. This means staff may not be getting the most out of their supervision. Staff are confident to conduct independent research on topics such as bi-polar to gain a greater understanding of this and the impact on the person and their family. This means they are more able to provide effective support to young people.

Monitoring of the home is not yet robust. This is because reports by the Registered Manager and independent person for the organisation lack evaluation as to how well young people are safeguarded and the quality of the care provided. Reports do not make clear any shortfalls or patterns or trends. This impacts upon the homes ability to make continuous improvements. Additional monitoring by the operations manager has identify some shortfalls in recent months and demonstrates the action needed, for example, for a key worker session to take place following a significant incident. This happened.

Records are generally well recorded and are very detailed. However, there are some minor shortfalls within the young person's health care plan and some risk assessments. These are a recording issue and do not impact upon the care provided. The young people is confident to record her views on records usually a 'smiley face,' but is confident to tell staff when she thinks something has been incorrectly recorded or she has been misinterpreted. This allows a follow up discussion and the record amended.

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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