

Inspection report for children's home

---

<b>Unique reference number</b>	SC059782
<b>Inspector</b>	Sharon Lewis
<b>Type of inspection</b>	Full
<b>Provision subtype</b>	Children's home

---

<b>Registered manager</b>	Joeline Kerry Wright
<b>Date of last inspection</b>	17/01/2014

<b>Inspection date</b>	06/08/2014
------------------------	------------

Previous inspection	good progress
Enforcement action since last inspection	none

<b>This inspection</b>	
<b>Overall effectiveness</b>	<b>good</b>
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	<b>good</b>
-------------------	-------------

Children continue to live in a good home where their outcomes and the quality of care are outstanding. Children benefit from highly personalised care within a life enriching environment. They have extensive opportunities to maximise their potential and they acquire a substantial range of skills. Their progress in relation to their starting points is exceptional. Children have increased self esteem and inner resilience. They learn to appreciate different cultures and their own abilities. Children benefit from holistic care which addresses their wide ranging needs. This is rooted in improved care planning and care practices. The home provides a stimulating environment where all aspects of education are highly valued. Staff work exceptionally well with educational establishments. They creatively address educational shortfalls.

Children receive protection through the home's safeguarding arrangements. The home successfully educates children on road, fire, personal and internet safety. Children learn the importance of acceptable behaviour and social etiquette. Children learn to manage their moods and their challenging behaviour is decreasing. The premises are safe and secure and the comprehensive risk management system further protects children. Families receive support through positive contact arrangements. They are also kept updated on developments through the home's newsletter.

Leadership and management arrangements are strong. The registered manager has been in the post for just over five years. The registered manager and senior leaders have a competent understanding of the home's strengths and areas requiring further action. The home's development plan efficiently highlights their priorities. They have successfully implemented most of the regulations. The statement of purpose and missing from care policy require further attention, to fully meet requirements. Where practical children should also be involved in the staff recruitment process. The shortfalls are minor and do not impact on the outstanding outcomes and quality of care.

## Full report

### Information about this children's home

The home is owned and managed by a private company. Care and accommodation is provided for up to six children with learning disabilities.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/01/2014	Interim	good progress
23/07/2013	Full	good
09/01/2013	Interim	satisfactory progress
07/08/2012	Full	good

### 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
16 (2001)	consult with the local authority and the police in regards to the missing child policy (Regulation 16 (5))	01/11/2014
4 (2001)	update the statement of purpose to include all matters listed in Schedule 1, particularly the location, surveillance, restraints and staff training and qualifications. (Regulation (4) (1))	01/11/2014

#### Recommendations

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

- consider, where practical, involving children in the recruitment of staff.  
(NMS 16.8)

## Inspection judgements

### Outcomes for children and young people **outstanding**

Children benefit from excellent outcomes, as they continue to make substantial progress. Children score the home '10 out of 10' and state that 'nothing could be better'. Parents highlight that their children are 'very happy'. Professionals comment that children are 'more happier and content'. Children are achieving educationally and their attendance is excellent. Children lead holistically healthy lives, which addresses their physical and psychological needs. They are actively engaging with services dedicated to their mental and psychological health. They learn to manage their moods and take themselves away when they need space. Children learn to better manage their continence. They are eating a healthier diet and exercise is part of their weekly routines. They enjoy walking, bike rides, dancing, swimming, playing football and trampolining.

Children thrive as they grow in confidence, expressing their unique personalities and their ability to be independent and lead purposeful lives. Professionals comment that children have 'settled very quickly', which gives them stability and inner peace. They also highlight 'there has been a significant positive change'. Children have exceptional emotional resilience. Their fruitful experience at the home strengthens their self-esteem and social aptitude which contributes to their flourishing emotional health. Children benefit from life story work, which helps them understand their backgrounds. They also proudly collate photographs, certificates and personal items in memory boxes, which helps them develop a positive self view.

Children actively express their wishes, opinions and feelings. They form highly valued attachments to staff and their home. Children interact with their peers in a caring and respectful manner, stating that they like 'helping others'. Professionals highlight that children are 'interacting with the environment and people around' them in a way they have not previously observed. They comment that children 'actively seek out staff members for interaction, affection' and to meet their needs. Children influence their individual care and the overall service through the empowering consultation system. Regular house meetings give children the opportunity to plan events, menus and activities. They also influence the home's refurbishment and working practices. Examples are children choosing their preferred holiday and the individual murals for their bedroom walls.

Children enjoy an extensive range of life enriching activities, which contribute to their wellbeing and personal growth. They enjoy new experiences, going to the theatre and listening to classical music. The latter is a new genre of music, as children usually listen to pop, hip hop and rhythm and blues (R&B). Children enjoy exploring their local community; they regularly eat out, go shopping, use the leisure and recreational facilities. They enjoy travelling further afield visiting the seaside and other places of interest. They are currently looking forward to their holiday away. Children enjoy

socialising with their peers at youth clubs, discos and summer schemes. Within the home they enjoy arts and crafts, playing on the games and using the internet. Children make a positive contribution to their community through recycling and fundraising for specific projects.

Children have substantial independent skills, which actively promotes their self-worth. Each child has an independence book and they undertake tasks which are dependent on their individual ability. Children benefit from the home's comprehensive independence programme which includes practical skills and personal development. The life skills programme is adapted to their different levels of functioning. Children's positively contribute to life at the home by assisting in the redecoration, cleaning their bedrooms, laying and clearing the table, assisting with shopping, unpacking groceries, tidying up, helping with their laundry and other household chores. Children are able to make simple meals and snacks. Children highlight that they enjoy 'helping to cook dinner'. Older children take greater self-responsibility, cooking for themselves on specific days of the week, buying their ingredients and devising their own menus.

## **Quality of care**

## **outstanding**

Children benefit from a cohesive, proactive service which dynamically meets their needs. Professionals highlight that their child has found their 'home and a family that truly understands' their personality and needs.

They state that they are 'extremely happy with the care' and they highlight the 'good bonds' with staff. Social workers describe the communication between the home, school and the family as 'excellent'. Children benefit from the home's active promotion of all aspects of their health well-being. They benefit from regular appointments with their dentist, optician and specialist nurses. Staff manage a wide range of health conditions and receive specialist training. This includes conditions which are more prevalent in diverse communities, such as sickle cell anaemia.

The home provides a stimulating environment where all aspects of education are highly valued. Children have the opportunity to engage in educational activities which includes using the computer and visiting museums. The home works exceptionally well with educational establishments. They creatively address educational shortfalls; an example of this is introducing accredited vocational modules to supplement post 16 learning. Children learn to appreciate different cultures through participating in World food evenings. Children cook dishes from specific countries and they also expand their knowledge through making flags and listening to traditional music. Recent events include African, Chinese, Spanish and Turkish nights. Children also celebrate cultural and religious festivals, these include St Patrick's Day, the Chinese New Year and Easter.

The diverse staff team is able to meet particular cultural needs regarding skin care and hair care. Children take pride in their appearance, their activity programme includes beauty sessions. They enjoy having manicures, having their hair styled and

following fashion trends. Their presentation positively reflects their gender and personal identity.

Children benefit from an improved care planning system. New documentation is more reflective of each child's needs, creating a high personalised care plan. Plans now include each child's achievements and progress which assist in boosting their self esteem. Children receive highly individualised support which takes into account their disability, race, culture, religion, sexuality, communication and behavioural needs. Children are able to explore their feelings and work on their personal goals within their key work sessions. The home demonstrates an outstanding commitment to expanding children's communication. They have developed an extensive range of communication aids to assist new staff and visitors. This helps with children to express their needs and ensure their wishes and feelings are understood.

Staff actively facilitate contact with relatives, friends and other meaningful people in children's lives. The home provides a welcoming environment where young people's friends and relatives can visit. Examples are relatives attending birthday celebrations. All contact arrangements are in accordance with the placing authority's approval. Staff are able to supervise contact visits within and outside the home. Professionals highlight how 'incredibly positive' this is for children especially within their home environment, which is 'supportive and familiar'. Relatives and involved professionals also benefit from a newsletter which keeps them updated on new developments within the home. They were also invited to attend a recent open day.

The home is being continually refurbished to provide a vibrant environment suitable to children's needs. Children's bedrooms reflect their individuality. Unique murals showcase their interests, an example being television and Disney characters. Children enjoy a wide range of communal spaces, the lounge enables them to relax and watch television on comfortable sofas. They can also watch television, listen to music and play games in the activity room. The sensory room also enables children to relax in a stimulating environment. The garden provides various opportunities for outdoor activities. Children are able to play hop scotch, basket ball, ride bikes, exercise on the trampoline or sit in the paddling pool. The garden also has a pleasantly decorated seating area and a barbecue.

### **Keeping children and young people safe    good**

Children benefit from good safeguarding arrangements. They state that 'staff listen' and they 'feel safe'.

Children learn the importance of personal safety, this includes safe internet use, road safety and how to make a complaint. Children also learn life skills survival, which aims to help them if they are lost. Children enjoy living at the home and they have mutually respectful interactions with their peers. There are no issues with bullying or unauthorised absences. The home has a missing from care policy, however, there was no evidence that it has been discussed with the local authority or the police. The

new regulations highlight the need for this discussion with external parties. Senior leaders state they had consulted with the local authority and police, regarding this policy, however, this was not documented.

Children learn the importance of acceptable behaviour and social etiquette. They respond well to the home's incentive system which enables them to earn meaningful rewards. Children are better equipped to manage their moods and they learn the consequences of their actions. This includes the importance of socially acceptable behaviour and values, an example being honesty. Professionals comment on the improvements in children's behaviour, describing the 'consistency and structure' as 'great'. They highlight that staff are always 'reflecting, changing and updating behaviour strategies'. Disciplinary measures are effective and management overview promotes the best interests of children. Staff occasionally have to issue sanctions and they only restrain children, if there are safety concerns. Staff receive appropriate training to ensure their interventions are positive and robustly implemented.

Children benefit from the home's good links with the local authority's safeguarding personnel. Staff receive regular training on safeguarding and child protection. Staff are aware of the procedure to manage allegations and other safeguarding concerns. They know that they can refer matters to external agencies, which includes Ofsted. The good risk management system comprehensively highlights all environmental, activity based and personal hazards. Leaders and managers have successfully implemented the new requirement and have produced a report which reviews the home's location. This concisely highlights safeguarding concerns, including issues in the local community.

The premises are safe and secure and certificate verify that regular checks are undertaken on the fire equipment, portable appliances, electricity and gas supplies. Children participate in fire drills and understand the need to quickly evacuate the premises in an emergency. Fire safety information is also available in a pictorial format, which further familiarises them with the procedures. Staff recruitment and working practices ensures unsuitable staff do not work with children. The home has a strong staff recruitment procedure, which includes undertaking regulatory checks. Management explore gaps in employment and risk assess any additional issues. Children are currently not involved in the recruitment process. The national minimum standards recommend where practical, children are involved.

## **Leadership and management**

**good**

Children benefit from strong management arrangements. The registered manager has been in the post for just over five years. They were promoted from the deputy position, which demonstrates good business continuity. The registered manager has the relevant leadership and management qualification. Their skills are also complemented by their diploma in child psychology. This individual has valued experience within children's residential care and has worked at the home for

approximately nine years. Staff describe the home's management as 'very good' and 'very supportive'. The registered manager and senior leaders have a competent understanding of the home's strengths and areas requiring further action. The home's development plan efficiently highlights their priorities, which includes the environment, staff recruitment, development and training, reviewing documentation and introducing new practices.

The home has made good progress with implementing the requirements from the updated regulations. This includes updating the statement of purpose and appointing an independent person to undertake the Regulation 33 visits. The statement of purpose covers most of the areas, however, four areas require further detail. There is limited information on the location, surveillance, restraints and staff training and qualifications. This does not have a significant impact on children, as this information is available in other documents. At the last inspection the home had one requirement. The home has effectively addressed the requirement for Regulation 34 reports to include consultation with parents and placing authorities.

Professionals highlight they 'have recommended this placement to my colleagues'. They comment that the service is 'able to meet the needs of children with complex disabilities yet maintain a sense of warmth and of a happy home'. Leaders and managers wish to maximise their strengths and offer good continuity of care. They are continuing to develop services to meet the needs of disabled children and adults. The organisation has supported living accommodation, which enables children to make a successful transition into adult life. They also offer an outreach and domiciliary care service, which successfully supports independent living. Senior leaders are currently addressing the need for suitable accommodation for children who mobilise in wheelchairs. The organisation currently has an application for a new children's home with Ofsted.

Young people's files effectively detail their progress, providing a positive evaluation of how staff are making a difference in young people's lives. The home has a quality assurance system; management monitor the service, in accordance with Regulation 33. Leaders and managers also undertake quality of care reports.

The home is well resourced and maintained. There are no vacancies and the business is expanding to meet increasing needs. The premises are well maintained and the home receive charitable donations. The later has assisted in funded new equipment, as recommended by the children.

Children state that 'staff are nice'. They benefit from a relatively stable, enthusiastic staff team. The high staffing ratio ensures where necessary children receive one-to-one supervision within the home, during activities, visits and appointments. Staff feel they have a 'great team'. They receive an extensive range of training and support which effectively helps them to fulfil their role. They are currently completing a vocational course on learning disabilities, which includes autism and social inclusion. Staff have personal development plans which ensures all training builds on their individual needs. Staff receive support from regular supervision, team meetings,

annual appraisals and team building events. Staff state the home is a 'lovely place to work'. They pride themselves on their ability to provide a 'high quality of care', stating their work is 'very rewarding'.

## 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.

© Crown copyright 2014

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.