

## Children's homes inspection - Full

<b>Inspection date</b>	<b>13/01/2016</b>
<b>Unique reference number</b>	<b>SC469411</b>
<b>Type of inspection</b>	<b>Full</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered manager</b>	<b>Richard Guy</b>
<b>Inspector</b>	<b>Chris Scully</b>

<b>Inspection date</b>	<b>13/01/2016</b>
<b>Previous inspection judgement</b>	<b>improved effectiveness</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<b>The overall experiences and progress of children and young people living in the home are</b>	<b>Good</b>
The children's home provides effective services that meet the requirements for good.	
<b>how well children and young people are helped and protected</b>	<b>Good</b>
<b>the impact and effectiveness of leaders and managers</b>	<b>Good</b>

**SC469411**

## **Summary of findings**

### **The children's home provision is good because:**

Young people are safe and feel safe here. This is because of the warm trusting relationships they enjoy with staff. Parents said their children are safe and happy here.

Staff's secure awareness and understanding of each young person's needs helps keep them safe. They work hard to ensure their needs are fully considered and addressed. As a result, incidents of young people being missing are rare. A social worker said for her young person the reduction in missing is a massive achievement. The Police said the home works well in partnership with them on any incidents.

Contact arrangements are managed very well. Consequently, young people are able to spend quality time with those people who are important to them building and maintaining positive relationships with them.

Young people are doing well in their educational placements. Staff have high but reasonable aspirations for all young people. They work tirelessly to ensure they receive the right educational support whether this is at home or in school. As a result young people are making good and steady progress in relation to their starting points.

Young people are aware of their own health care needs. They attend their health care appointments and work with a number of professional to ensure their needs are met well.

They are more able to talk about issues from the past, reflect upon this, and make decisions about the way forward. Consequently, for young people who have lived at the home for some time are increasing in emotional resilience.

There are some areas for improvements within health care plans, placement plan, contingency plans, behaviour plans, complaints, monitoring of the home and the Statement of Purpose. These are recording issues and do not impact upon the care provided.

## 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
notify HMCI of any revision of the statement of purpose and send HMCI a copy of the statement within 28 days of the revision (Regulation 16 (3)(b))	26/02/2016
maintain all of the records, which include the information and documents listed in Schedule 3, in relation to each child, in particular that records are sufficiently detailed, specifically regarding information referring to self-injurious behaviour, contingency plans, key worker records Behaviour management placement plan and health care plans and conflicting information is removed. (Regulation 36 (1) (a) Schedule 3)	26/02/2016
Ensure within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home a record is made which includes the consequences of the measure and the member of staff and child have been spoken to about the use of the measure (Regulation 35 (3) (a)(vii) (b) (i) (c))	26/02/2016
Ensure that a record is made of any complaint, the action taken in response and the outcome of the investigation (Regulation 39 (3))	26/02/2016

### Recommendations

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

- Ensure the registered manager makes best use of the independent and internal monitoring of the home to ensure continuous improvement with particular regard to the scrutiny of records and care provided, identifying shortfalls and the action taken to address these. (The Guide to the Quality Standards, page 55, paragraph 10.24)

## Full report

### Information about this children's home

This is a children's home operated by a private company. The home provides care for four young people from 8 years up to 17 years with emotional and/or behavioural difficulties and children with learning disabilities.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/03/2015	CH - Interim	improved effectiveness
17/07/2014	CH - Full	Good

## Inspection Judgements

	Judgement grade
<p><b>The overall experiences and progress of children and young people living in the home are</b></p>	<p><b>good</b></p>
<p>Young people enjoy positive, caring, and nurturing relationships with staff. They enjoy spending time with them, for example going shopping or out on activities. As a result they feel, happy and settled here.</p> <p>The wishes and feelings of young people are acted upon where possible. For example, when choosing where to go on holiday and how to spend their free time. Social workers say young people are happy here. One said they were 'impressed with the very positive relationships' staff had with the young person. This is something she has struggled to do in previous placement. As a result, this young person is much more able to reflect upon how her behaviour affects others and is able to show empathy to others.</p> <p>Young people benefit from personalised care planning, which carefully considers their individual needs and the support needed to move forward in their lives. Placement plans and health care plans are not always completed to a high standard. This results in a lack of clarity in the health sections and risk assessments concerning self-injurious behaviour, pregnancy, smoking, and other medical conditions.</p> <p>Similarly, contingency plans are not yet in place to support a young person when they go into labour. Information has also not been linked to her behaviour support plan. These are recording issues and do not impact upon the care provided. This is because staff have an innate and thorough understanding of each young person's needs.</p> <p>Some young people are at significant risk of self-harm in the form of cutting and ligatures. Staff are acutely aware of this and are working tirelessly to ensure the young people receive the help and support they need. A parent said that 'if she had not come here she wouldn't be here now it's saved her life.' They said the staff are 'simply brilliant.'</p> <p>Young people are increasing in confidence, emotional resilience and have a more mature attitude because of living here. A parent said, 'I can't thank the staff enough for all they have done. I now have my little girl back.' This is because of the significant reduction in her self-injurious behaviour due to the support of staff and their therapist. Young people are enjoying a much more healthy diet and are willing to try new foods.</p>	

Young people's education is very well supported. Staff have consistently high aspirations for young people and work well together to improve their educational outcomes. Staff work well in partnerships with schools and others to ensure young people receive the right education and support. For example, due to one young person's pregnancy and being ill of a morning, staff arrange for her to have home tutors. This effectively reduced the amount of education she was missing and is helping her to gain the qualifications and skills she needs.

Staff effectively managed another young person's move to a different school. This was because his initial placement was not meeting his needs. In addition, staff stayed in school with young people when needed to offer them additional support during the day. This meant the young person was not excluded and was therefore able to engage with his education.

Young people enjoy an extensive range of activities that actively engage their interests. For example snowboarding, ice skating, football, going for walks with Staff and their dog. Some have enjoyed going away with their boyfriend's family and spending time with them over the Christmas period. Others have enjoyed time away with staff. These activities significantly enhance young people's confidence in their own abilities and provided them with a wealth of social interactions.

Young people are highly respected and valued as individuals. This is because their views and opinions are actively sought and acted upon. For example, listening to where they want to live and helping them to achieve this.

Young people know how to make a complaint. They said they have others outside of the home, such as advocates, to speak to if needed and they are confident to speak at their reviews to ensure their opinions are heard. Any complaints are investigated; however, the record of this is not robust. This is because they do not always make clear on the action taken by the home and the young person's view on the outcome.

Young people are well prepared for adulthood. They are confident to undertake a range of tasks in the home such as cleaning their bedroom, shopping for food and personal items. They understand the importance of managing their own money and how to save for the future.

Parents, social workers, and independent reviewing officers (IRO) all said the home is excellent at supporting contact with the families. They said staff keep them very well informed of their child's time in the home and fully support contact visits. For example, by staying in the local area in case parents or the young person needs some additional help. This provides effect reassurances for the young people and their families, which means they are able to spend quality time together.

	Judgement grade
<b>How well children and young people are helped and protected</b>	<b>good</b>
<p>The safety and well-being of young people are of paramount importance to staff. Effective multi-agency working helps keep young people safe. As a result, the number of incidents of young people going missing has dramatically decreased. 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.</p> <p>Incidents of young people being missing are now rare. A social worker said this is a massive achievement for their young person. This is because of the positive relationship she has with staff who understand her complexities. They said, 'staff never gave up on her, as a result she now hears the important messages on how to keep herself safe.'</p> <p>She said 'I don't need to go missing any more,' and keeps in touch with staff when she is away from home. Police said the home is very proactive to any incidents of missing from home. They effectively search for the young people and contact all known associates prior to contacting the police.</p> <p>Young people respond well to clear consistent boundaries. Staff make excellent use of the support and guidance from the homes therapist. This means they can effectively and swiftly adapt their plans and support to meet the ever-changing needs of young people. For example, at times one young person displays very challenging behaviour and can become aggressive. Following the advice of the therapist and working consistently as a team has meant these issues are slowly reducing. He still tests the boundaries, but has a much more positive relationship with staff and is listening to them. His social worker said, 'what they do well is the praise, positivity and the nurturing. They concentrate on positives help him to turn things around.'</p> <p>The use of physical interventions is minimal. However, physical intervention records do not include the actual consequences of the intervention or the debrief with the young person and staff. Sanctions are occasionally imposed and young people are fully consulted on what this should entail. Young people may not always be initially receptive to this but following a time of reflection are able to discuss this further with staff.</p> <p>Young people are protected because staff have a good understanding of their individual needs and risks associated with this. Risk assessments are comprehensive and outline the perceived risks and action taken to minimise this. Young people are encouraged to take safe risks, such as, travelling independently. This means they are able to develop skills for life and increase their confidence and self-esteem. A social worker said, they were 'impressed with the staff's response to</p>	

the young person's individual needs. Staff are really safeguarding her because of the stringent risk assessments and plans in place.'

Young people live in a warm, welcoming homely environment. They said they like living here and it feels like a home. This is because they are able to personalise their bedrooms and communal spaces with their artwork and photographs. The home is well maintained.

Young people's safety is enhanced by secure recruitment procedures, which ensure all staff are fully vetted prior to starting working at the home, and 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
<b>The impact and effectiveness of leaders and managers</b>	<b>good</b>
<p>The home is led and managed by a highly committed and dedicated Registered Manager. He holds a level 5 management qualification and has many years' experience as a manger. The deputy and seniors within the home effectively support him. He and the staff are strong advocates for the young people who work very within multi-agency teams.</p> <p>Social worker's and IRO's said a key strength of the home is their ability to communicate effectively with other agencies. This means young people receive consistent messages and are areas of concern can be actioned. Similarly, their achievements are celebrated such as the reduction in self-injurious behaviour and being missing. Parents said this is a 'fabulous placement, the staff are brilliant, they really care.' As a result, parents are reassured that their children are safe and happy.</p> <p>There are sufficient staff on duty to meet the young people's needs. Staff are well supported and have regular opportunities to meet with the Registered Manager through supervisions and team meetings. Regular training opportunities with regards to behaviour management, self-harm and safeguarding means staff are able to enhance and update their knowledge and skills.</p> <p>A detailed Statement of Purpose provides insight into the care and support each young person can expect to receive. However, this is not always sent into Ofsted following any revisions.</p> <p>Monitoring of the home is sound. However, the shortfalls in recording were not identified. For example, the lack of detail in key worker session about the actual</p>	

discussions and outcomes for young people. Also, the conflicting information within some records such as the placement plan and health care plan. Reports by the manager do not currently identify the strengths or areas for improvement or the action taken to address any shortfalls. Although at present this does not affect the care provided it has the potential to impact on continuous development of the service.

## 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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