

Inspection report for children's home

---

<b>Unique reference number</b>	SC033587
<b>Inspector</b>	Debbie Foster
<b>Type of inspection</b>	Full
<b>Provision subtype</b>	Children's home

---

<b>Registered person</b>	Rotherham Metropolitan Borough Council
<b>Registered person address</b>	Rotherham Metropolitan Borough Council, Riverside House Main Street ROTHERHAM South Yorkshire S60 1AE
<b>Responsible individual</b>	Clair Pyper
<b>Registered manager</b>	Shaun Anthony Scales
<b>Date of last inspection</b>	24/01/2014

<b>Inspection date</b>	04/07/2014
------------------------	------------

Previous inspection	inadequate progress
Enforcement action since last inspection	None taken place.

<b>This inspection</b>	
<b>Overall effectiveness</b>	<b>good</b>
Outcomes for children and young people	good
Quality of care	good
Keeping children and young people safe	good
Leadership and management	good

## Overall effectiveness

Judgement outcome	<b>good</b>
-------------------	-------------

The care young people receive makes a positive difference to their lives. The commitment and quality of care provided by staff enable young people to make good progress. A young person said 'the best thing about living here is the house and the staff.' As a result, young people are achieving good outcomes in relation to their confidence, emotional resilience, behaviour, relationships, educational attendance and attainment. Other professionals recognise the good progress young people have made from their starting point.

Staff are committed and have aspirations for young people to do well. Staff work in a way that increases young people's potential. A professional said the best thing about the service is 'the very caring staff team, they are very committed to training, learning and therapeutic practice.' Care planning and care practice is individualised to meet each young people's needs. Staff work in a coordinated way with young people, families and professionals to ensure they get the right help, guidance and advice.

Young people are kept safe and made to feel safe. Robust systems and good care practice ensure the welfare and safety of young people are promoted at all times. Staff show a good understanding of the risks young people face and always take positive action to ensure risks are minimised and safely managed. As a result, young

people feel safe because staff have their best interests at heart.

Leadership and management of the home are good. The management team and staff are clearly focused on improving outcomes for young people and the shortfall leading to an inadequate progress judgement at the last inspection has been fully addressed. The shortfalls identified at this inspection relate to: the environment, aspects of pathway planning and the monitoring systems not being evaluative in all areas to indicate improvement in the quality of care provided.

## Full report

### Information about this children's home

The children's home is run by a local authority. It is registered to accommodate up to six young people. The home provides long-term residential care to young people with emotional and behavioural difficulties.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/01/2014	Interim	inadequate progress
28/08/2013	Full	adequate
01/07/2013	Full	inadequate
03/01/2013	Interim	satisfactory progress

### 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
31 (2001)	ensure that all parts of the children's home used by children are kept of sound construction, in good structural repair externally and internally; is kept clean and reasonably decorated and maintained consistently. In particular kitchen units and surfaces and the dining furniture ( Regulation 31(2) (d) and (4) (b))	30/10/2014

### Recommendations

To improve the quality and standards of care further the service should take

account of the following recommendation(s):

- ensure that each child's placement plan is monitored by a key worker within the home who ensures that the requirements of the plan are implemented in full. In particular, the frequency of specific work is carried out as stipulated in care plans undertaken in response to significant events; and these records record and reflect the progress young people are making (NMS 25.2)
- ensure the home contributes to the development of each child's care plan, including the pathway plan for 'eligible' care leavers and works collaboratively with the young person's social worker or personal adviser in implementing the plan. In particular that fully completed pathway plans are in place and suitable support networks are in place for when young people leave care (NMS 12.2)
- ensure there are effective procedures for monitoring and controlling the activities of the home. In particular, ensure the quality of care is fully evaluated to further improve the quality of care. (NMS 21.1)

## Inspection judgements

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

Young people feel that they have made good progress at the home and the majority enjoy very stable, long term placements. They receive care from an experienced, committed and caring staff team, which includes a core of long standing staff. Young people enjoy good relationships with most staff and name particular members of staff who they go to if they have a concern about something, who would listen and help them. Young people therefore have a sound basis from which to develop and sustain attachments with people who have close knowledge of their history and previous experiences. This stability and experience of these positive relationships enables young people to develop emotional resilience and to better understand their past experiences. As a consequence this supports young people to move forward in their lives positively.

Young people enjoy very good health. They keep fit and well and need only routine appointments to ensure their dental, optical and physical health is maintained. The majority of young people are old enough to begin to manage some of their own health needs but continue to benefit from advice and guidance on healthy eating and exercise.

The majority of young people are in full time education. Their development and achievement is good in relation to their starting points and they enjoy very good attendance in these establishments. For those young people who have a history of sporadic or nonattendance in education, they receive guidance, advice, encouragement and support to improve their education outcomes, with further education and training options now being put in place. This ensures young person's achievements are maximised.

Young people are involved in decisions which affect their future lives. Arriving at sensible choices and decisions forms part of young people's effective preparation for adult life. Alongside of which is their development of career choices, practical daily living and self-care skills.

Young people are of an age where they exercise a certain amount of choice about how to spend their free time. This ranges from taking part in activities where they have one-to-one quality time with staff, socialising with friends or being actively engaged in community leisure pursuits. For example: watching Banger racing and going to the gym. A young person said ' I like going to the cinema, I sometimes go swimming. Tonight I'm going to the fair with my friend. We are going on holiday this summer to (name) and I'm really looking forward to it.'

## Quality of care

**good**

Staff have positive aspirations for young people and demonstrate they want the best for them to achieve and make good progress. Young people enjoy and benefit from positive relationships with staff. These are built upon trust, respect and positive attachments have developed with staff. Young people say that they feel confident that staff are interested and listen to them. Young people are developing emotional resilience, this enables them to move on with their lives and become more independent.

Young people's views are sought to influence the running of the home. Young people are aware of how to make a complaint. One formal complaint has been made by a young person. Prompt action is taken to address complaints and clear outcomes have been made and recorded. This demonstrates that staff give importance to listening to young people's views, act on their requests, to ensure they have a real say and influence in what is happening in their lives.

Staff plan young people's care well. They have a good understanding of the individual needs of the young people and plan well to meet these needs in practice. Placement plans are regularly reviewed and adapted to meet young people's changing needs. This helps young people to develop the skills they will need as young adults. Direct work for the specific identified areas for each young person are routinely undertaken and being recorded. However, not all identified direct work with young people has taken place at regular intervals to reflect the care plan aims. The records do not always demonstrate fully the progress made by young people in all areas.

Young people benefit greatly from living in an environment where their physical health and emotional well-being is well promoted. Young people are fully assisted to attend all routine health appointments. Healthy lifestyles are encouraged which support young people to take a more active interest in looking after their own health. A young person said ' staff talk to me about eating a balanced and healthy diet,' and a staff member said ' we focus on promoting a healthy life style, the importance for young people to attend health appointments. As well as eating a healthy diet and taking exercise we chat to young people about such things as the effect of smoking to their health.' Young people have support from specialist support services which assists young people's emotional wellbeing. Staff understand the importance of meeting specific health needs. This ensures young people receive the right support and have improved health overtime.

Young people enjoy and have good opportunities to participate in a number of social and leisure activities. Young people say they are asked what activities they wish to take part in each week. These include watching Banger racing, going to the cinema, going for walks

Young people live in a home, situated in a residential neighbourhood, with good and

easy access to local shops and public transport. A young person said 'we have a nice house.' The main house is decorated, furnished and personalised to a good standard. Shortfalls have been noted in that the kitchen and dining furniture is showing signs of wear and tear. This does not provide young people with an environment which is of a high standard to live throughout.

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

Young people say 'no bullying is happening,' and they feel safe in their own home. They say they have good relationships with a number of staff who they can share their feelings, any concerns and are confident that staff will take action to address any complaints that they raise.

Young people are well protected by clear safeguarding procedures and care practice that gives their safety and well-being the highest priority. Staff have a clear understanding about their roles and responsibilities to keep young people safe from harm. Detailed risk assessments are used to inform staff practice, ensuring they know how to manage young people's known risks and vulnerabilities for each young person. Staff manage to balance between protection and enabling young people to take age-appropriate risks. This proportionate approach allows personal growth and social development for young people, which enables them to enjoy the same social experiences as their peers.

There are robust procedures in place for when young people go missing from home. Positive links have been established with the police. Staff routinely follow protocols that have been agreed with the police and are based on an assessment of each young person's risks and vulnerabilities. A young person said ' We have set times to come in at night, staff will phone us but if we don't come in, we will be reported missing.' Young people knew staff did this to try and keep them safe. The majority of young people do not go missing. Where young people have a history of missing from home, this has reduced significantly over time. As a result, young people's risk-taking behaviours are reducing.

Staff take a very positive approach to behaviour management. They encourage socially acceptable behaviour, putting great emphasis on reward, praise and encouragement. When sanctions are used young people say 'staff are fair and explain what the sanction is for.' Behaviour management plans provide staff with safe responses to managing young people's sometimes difficult and challenging behaviour. Staff are trained in behaviour management and restraint. They make very good use of positive relationships and de-escalation techniques to manage conflict and confrontation. No young person has been restrained since the last inspection. Overall, young people respond well to the structure, boundaries and the strategies that the staff implement. This in turn means that young people's experience of sanctions and physical interventions are minimal.



Procedures for recruiting and appointing staff are robust. Staff are carefully selected and vetted to ensure they are suitable to work with young people. This ensures people working at the home have the right attributes, qualities and are suitable and safe to work with young people.

Young people live within a home environment which is maintained and safe. They are protected by a range of health and safety procedures. Staff carry out routine health and safety checks around the home, which include all utilities being regularly serviced. Fire safety risk assessments, routine evacuation procedures and practices ensure that young people have awareness of what to do in the event of an emergency and staff know how to protect them. Staff also take appropriate steps to verify visitor's identity to ensure young people are protected.

## **Leadership and management**

**good**

The home is managed by a very experienced and suitably qualified Registered Manager who has been in post since 2011. The manager has a diploma in Social Work and diploma in Management Studies. The manager and management team continue to develop and strengthen the skills of the staff team to ensure the home fulfils its Statement of Purpose and to provide good care and support to young people.

Staff provide a secure and structured environment for young people, taking into account their increasing need for choice and independence. They are able to do this because the staff team is stable and consistent. Staff are committed to engaging, developing and maintaining meaningful and respectful relationships with young people. These relationships are a key strength, effectively contributing to positive outcomes for young people.

Staff have good support from the management team. They have a clear understanding of their roles and responsibilities. Good communication systems exist, which include daily handovers of essential information and regular monthly staff meetings. Staff feel they are well supported, supervised and involved in making decisions. They receive development and training opportunities that are varied and extend their understanding and competence. As a result, this equips them very well to care and meet the needs of the young people.

The previous requirement made at the last inspection, which led to a judgement of inadequate progress has been fully implemented. Regular monitoring of the home's activities are conducted by the manager and externally by the Regulation 33 visitor. This acts as a mechanism to identify action to improve the service in the interests of young people. There is some consultation and feedback from young people, placing social workers and others. Some changes have been made to the Regulation 33 monitoring system; aspects of this system are more evaluative. However, it is not fully evaluative to assist in driving forward improvement of the service further in all

areas.

## 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.