

Inspection report for children's home

Unique reference number	SC020151
Inspector	Amanda Ellis
Type of inspection	Full
Provision subtype	Children's home

Registered manager	POST VACANT / Janine Lyndsay Morrell
Date of last inspection	26/03/2014

Inspection date	05/08/2014
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Previous inspection	satisfactory progress
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	good
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Young people experience care from a well-trained, experienced and dedicated staff team who provide consistency and stability. The home works exceptionally hard to ensure young people receive effective education, healthcare and therapeutic support to reflect their individual needs. All elements of care planning are captured in highly individualised care and placement plans. Staff prioritise supporting young people to develop resilience and a sense of self-worth to ensure they can cope with the daily demands and challenges of life.

Young people have highly positive views about their care, the staff and the home. All young people reported that they benefit from their placement and the support they are given. Relationships between young people and staff are excellent.

Young people state that they feel safe. Safeguarding practices are rigorous and implemented by a knowledgeable staff and management team. Where young people engage in risk-taking behaviour's the staff team work with a range of professionals to minimise risk. The staff team are resilient and persevere with providing high quality care for young people, irrespective of the challenges they present.

Managers have good insight into the strengths of the home and areas for development. They use a range of monitoring and consultation to inform planning

and implement positive change.

Shortfalls identified during the inspection relate to internal monitoring reports, the children's guide and the Statement of Purpose not complying with amended regulation. These shortfalls do not affect positive outcomes for young people.

Full report

Information about this children's home

The home is privately owned. It provides care and accommodation for up to eight young people with emotional and/ or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/03/2014	Interim	satisfactory progress
10/07/2013	Full	good
19/02/2013	Interim	inadequate progress
11/10/2012	Full	adequate

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
5 (2001)	ensure that the Statement of Purpose and children's guide is kept under review, and where appropriate, revise them and notify HMCI of any such revision within 28 days (Regulation 5(a)(b))	05/09/2014
4 (2001)	ensure where a children's home has a website, the registered person shall ensure that a copy of the statement of purpose is published on that website unless the registered person considers that such publication would prejudice the welfare of children cared for in the children's home (Regulation 4 (2A))	05/09/2014
34 (2001)	ensure the registered person shall establish and maintain a system for monitoring the matters set out in Schedule 6 at appropriate intervals; and	05/09/2014

	improving the quality of care provided in the children's home. This system shall provide for consultation with children accommodated in the home, their parents and placing authorities. (Regulation 34 (1) (a) (b) (3))	
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Inspection judgements

Outcomes for children and young people **good**

Young people make good progress in understanding their background and developing a sense of identity. For example, in addition to therapeutic work and key working sessions, young people are actively engaged in undertaking Life Story work. This enables them to make sense of their past. They progress to develop a more positive self-view and improved emotional resilience. Outcomes for young people improve because they receive stability of care delivered by a skilled staff team.

All young people are engaged in education provision. Educational attendance and achievement is good, taking into account their starting points at the time of the placement. Consequently, they progress and develop in line with their potential.

The health needs of young people are carefully managed. Nutrition and dietary needs are exceptionally well met and all young people enjoy a well-balanced and healthy diet. Young people have a structured routine that promotes the benefits of regular exercise and healthy lifestyles. This leads to improved overall health outcomes for young people.

Young people benefit from appropriate contact with families and significant people. One young person expressed that it was highly important to her emotional well-being to have her mother fully included in her care planning and being able to visit the home. One parent said, 'I am very happy with care provision. I cannot fault their therapeutic and educational approach.' The homes collaborative approach ensures contact is promoted in line with the arrangements agreed in individual care plans and for the benefit of young people and significant others.

Some young people engage in risk-taking behaviours, including self-injury and occasionally missing from care. Staff ensure that the safety and welfare needs of young people are rigorously addressed, with referrals to specialist agencies where necessary. This means the home promotes improved outcomes for young people.

Young people benefit from planning and support to develop independence skills. They learn skills such as cooking, shopping, laundry and household cleaning. They progress to manage their own budgets using money put into their bank accounts. Some young people have part-time jobs and undertake voluntary work. As a result of acquiring these skills, young people are better able to make a successful transition to adulthood.

Quality of care

outstanding

A key strength of the home is the commitment and dedication of the long-serving and stable staff team. They are cohesive, enthusiastic and have vast experience within young people's residential care. This means that young people receive sound and safe care.

The needs of young people are paramount and the individual potential of each young person is central to the operation of the home. Staff work tirelessly to provide a stimulating, vibrant and nurturing environment for young people to thrive in.

The home has a commitment to inclusion and participation. The young people are empowered because they feel that their views, wishes and feelings are actively sought and that they influence the running of the home. They participate in weekly house meetings, receive monthly consultations and are central in planning for their futures. They actively participate in the development of their care, placement and health plans. Young people grow in confidence and flourish with the quality of the care they receive.

Young people receive a children's guide that contains comprehensive information on their care, advocacy, contacts and the details for the regulator Ofsted. The guide requires updating to remove the details of the Children's Rights Director, who is no longer in post and to ensure the guide complies with changes in regulation. Young people know how to make a complaint to staff and outside agencies and clear procedures are in place to ensure a timely resolution.

Young people's care includes the involvement of a range of professionals, including education, care and therapeutic staff. Staff build exceptionally effective partnerships with external agencies and social work services. One social worker commented, 'The home communicates exceptionally well with me. I am kept updated on all issues and have routine and detailed weekly updates. This enables me to follow daily moods, activities, contacts and any behaviours.' This means young people benefit from cohesive professional planning which responds to changing needs.

Young people's health including physical, emotional and psychological health is actively promoted. They attend regular appointments with their dentist, optician and doctor and additional specialist healthcare support where needed. Young people are encouraged to be fit and healthy. They are encouraged to develop self-awareness about the benefits of good self-care skills. This helps to increase young people's self-esteem and self-image.

Young people benefit from attendance at the providers own on-site school or attend other educational provision. Young people progress and make successful transitions to college and employment. Consequently, young people live in an environment where education is seen as paramount. This means they gain the knowledge and skills necessary to maximise opportunities in the future.

The home environment benefits from having its own licenced and accredited outdoor

activity centre. Young people are able to experience pursuits including kayaking, climbing, walking, horse-riding, cycling, camping and participating in the Duke of Edinburgh Award. Young people also engage in a range of other less active pursuits activities such as pottery, cookery nights, roller skating and pamper nights. Staff actively participate and support young people in all activities, including taking all the young people to a music festival. Consequently, young people have their horizons extended and engage in positive activities that build skills and increase self-esteem.

The home is appropriately located, designed and maintained. Young people benefit from an extremely comfortable environment, which is maintained to a high standard. All young people have their own bedrooms, which promotes their personal space and right to privacy. Young people have access to a garden area that includes a smallholding of domestic animals.

Equality and diversity is a key feature of the home. The staff team demonstrate a firm commitment to assessing and understanding the individual needs of all young people. Young people are encouraged to understand their own individuality and to respect and celebrate the diversity of others. The staff are proactive in ensuring young people understand diversity and the experience of others. They have supported young people in exploring the impact of disability through a disability awareness week and have taken young people to visit a Slavery museum to learn about the slave trade. Consequently, young people are continually learning about the diversity and the impact of discrimination.

Keeping children and young people safe good

Young people report feeling safe and confident to talk to staff if they are insecure. They report that there is no bullying. Equally, where incidents of bullying have been reported, in the past, staff have acted to protect all the young people from potential harm. Staff are knowledgeable about the impact bullying can have and know how to recognise the triggers that warn of problems emerging.

Risk assessment and behaviour management plans are detailed, comprehensive and up to date. Strategies to manage concerns focus on safety: they also ensure young people have opportunities to take safe risks and explore their potential. Staff recognise specific vulnerabilities relating to individual young people and are proactive to address them. This includes reviewing the deployment of staff and resources when young people are in periods of crisis. Consequently, staffing levels ensure young people are appropriately monitored and supervised.

There have been continued incidents of young people going missing from the home since the last inspection. The home has clear procedures in place to notify the relevant bodies in the event. Staff have a thorough understanding of the triggers for young people to go missing and implement the relevant policies and procedures when necessary.

Physical intervention is used as a last resort and to safeguard young people. Staff are trained in the use of physical restraint and training is kept up to date. The manager ensures that young people are aware of their right to complain and receive any medical attention if required or requested. Records of such incidents are in line with the legislative framework.

Some young people display self-injurious behaviours. The staff team provide appropriate support to these young people and work proactively with specialist outside agencies and therapists. Consequently, staff are effective in supporting the young people to manage their behaviours and reduce risks.

The organisation's effective recruitment procedures enable the careful selection and recruitment of staff. Robust recruitment processes and the recording and monitoring of visitors to the home further ensure the protection of young people from potential harm.

The home is safe and well maintained. The home has a programme of maintenance, which ensures timely repair and remedial work. Health and safety checks, including fire equipment and drills, are current and environmental risks assessments are in place. As a result, the building is safe, appropriately secure and young people are protected from harm.

Leadership and management

good

The home has a new manager. She has been in post since December 2013 and has been interviewed to become the Registered Manager. She has a National Vocational Qualification at Level 4 in health and care with children and young people and Level 4 in leadership and management. These are suitable qualifications for the post of Registered Manager. She is an experienced and knowledgeable professional who has significant direct experience in working with young people with emotional and behavioural difficulties and challenging behaviours.

Young people benefit from a home that has maintained good standards since the last inspection. The manager demonstrates a commitment for continual improvement. She is proactive in ensuring she keeps up to date with changes in children's home reform, and associated legislation, which are shared with the staff team. The management team understand the strengths and weaknesses of the home and take action to tackle weakness and make improvements.

There were three requirement made at the last inspection. These included ensuring submission of internal and external monitoring reports and the Statement of Purpose to Ofsted for review. The home successfully addressed these issues. However, since the last inspection, changes in regulations mean that internal monitoring reports and the Statement of Purpose have needed to change in format and content. The home

has not resubmitted amended documents to Ofsted. Additionally, the Statement of Purpose was not available on the home's website at the time of the inspection. Therefore, requirements have been raised in relation to this shortfall.

Staff are provided with the relevant training, support and resources to enable them to deliver care, which meets the diverse needs of young people. A comprehensive training programme ensures young people receive care from a knowledgeable staff team. Training is regularly refreshed. All staff are up-to-date in safeguarding, fire safety, restraint, first aid and food hygiene. Staff are well supported, through regular supervision and appraisal. As a result, young people benefit from a well-trained, appropriately supervised and well-supported staff team.

The manager has clear development plans to promote improvements for young people, staff training and the home environment. Planning and the development of the home is based upon the needs and outcomes for the young people. The effective operation of the home is further reinforced with rigorous monitoring arrangements. An external visitor undertakes extensive and detailed quality assurance systems. Rigorous monitoring and effective management of the home drives continued improvement.

Records are clear, up to date and stored securely, and contribute to an understanding of the young person's life. All significant events relating to the protection of young people who are accommodated in the home are notified by the registered person to the appropriate authorities and action is taken following incidents.

The home demonstrates a strong capacity for continuing improvement based on its track record and performance since the last inspection.

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.