

Inspection report for children's home

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<b>Unique reference number</b>	SC423753
<b>Inspector</b>	Jamie Richardson
<b>Type of inspection</b>	Full
<b>Provision subtype</b>	Residential special school (>295 days/year)

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<b>Registered person</b>	Ruskin Mill Trust Limited
<b>Registered person address</b>	Old Bristol Road Nailsworth Gloucestershire GL6 0LA
<b>Responsible individual</b>	Constantin Court
<b>Registered manager</b>	Maxine Louise Lydon
<b>Date of last inspection</b>	13/03/2014

<b>Inspection date</b>	27/08/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

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

## Overall effectiveness

Judgement outcome	<b>outstanding</b>
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Young people's lives significantly improve from living at this home. One parent commented "It is small and homely here; they really care for my child." Young people's care is extremely personalised. Their individual qualities are nurtured and developed. This gives every young person the chance to flourish holistically and achieve their maximum potential. One young person said "It's good here. Staff are good. "

Robust care plans are developed with input from a young person's specialist core team of professionals. This ensures complex, diverse needs are fully met and achievements celebrated. Individuals are creatively supported. Their personal strengths are nurtured to enable them to achieve in all areas of their personal life and education. The ethos between the home and school is seamless. The educational setting offers one to one and group sessions according to young people's needs. Young people benefit from a range of therapies such as speech and language, art, movement , massage, occupational therapy and health consultant input. This nurturing, holistic approach enables young people to develop in all areas of life particularly in confidence and attaining a positive self-view.

Care staff and senior managers have outstanding knowledge of each young person's complex needs. This ensures that all individual vulnerabilities and risks are identified and assessed. It ensures young people feel safe and secure. Safeguarding

procedures are robust. Senior managers are excellent in monitoring safeguarding practice, behaviour support and all other aspects of young people's welfare. The excellent knowledge staff have of individuals ensures all young people enjoy positive, trusting relationships with the entire staff team. This enables young people to voice concerns and develop secure attachments to start to learn the core skills they need for now and in later life.

Staff use very positive approaches to behaviour management to proactively support young people to reduce any negative behaviour. The child centred ethos of the home allows young people's views and choices to be at the centre of care planning and daily life. Young people are empowered to make their own choices and shape their own future experiences. This empowerment gives young people self-esteem and confidence. As a result the reduction in negative behaviours is significant. This success in the reduction of challenging behaviour is sustained. This benefits young people to be able to transfer their skills to form relationships with others and to gain skills in independence, which can be for the first time in their life.

Senior management are exceptionally efficient and effective. They are demonstrating excellent oversight and an outstanding working knowledge of daily life and the ethos of the home. Senior management are aware of the strengths of the service and ensure any areas of weakness are quickly addressed.

## Full report

### Information about this children's home

This children's home is registered to accommodate up to five young people. The home provides respite care and 52 week provision. The home offers care for young people with complex learning disabilities and emotional and behavioural difficulties. It is run by a charitable trust.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/03/2014	Interim	good progress
30/04/2013	Full	good
19/12/2012	Interim	good progress
21/06/2012	Full	adequate

## Inspection judgements

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

Young people achieve outstanding outcomes in this home. Young people benefit from exceptional relationships with all staff including senior managers. Some young people have never achieved positive relationships previously. The calm, stable, nurturing environment allows individuals to feel safe. This coupled with consistent responses from staff allows young people to form attachments and develop sound relationships, some for the first time. One young person commented "Staff are good I can talk to them." A staff member commented "Everyone is accepted as they are. Everyone is made to feel good about themselves." As a result young people's self-esteem and confidence in this setting is continually developing.

Young people's social skills are improving and they are making new friends, for some young people they have never had friends before. One parent commented "My child has friends for the first time, he got his first text message from a friend, this was very exciting." Young people who have been isolated previously are inviting friends to their home for tea, participating in parties and going out on group outings. A staff member commented "They now see themselves as one of the guys."

Young people benefit from positive contact with their family. They develop progressive relationships with family members, for some this is a new experience. They share their interests and spend quality time together in their home. One parent commented "Even our dog has been to visit."

Young people are thriving in an environment which promotes a healthy and organic, biodynamic diet. Young people are achieving excellent improvements in their health. They are developing an understanding at their own level of sustainable, organic, healthy eating. Young people source their own food from small local, organic shops. They are making their own healthy food choices and planning menus with the skills they are learning in this home. This will equip them with essential knowledge for now and in later life to promote their health.

Young people are enjoying a plethora of activities and hobbies which further benefits their health. They are choosing to participate in new experiences such as rock climbing, biking and the gym. Young people's self-esteem, sense of identity and confidence is continually growing through their choices, individual skills and interests being nurtured. They are benefiting from being encouraged to express themselves through arts and practical activities such as woodwork. Young people's sense of value and contribution to their home environment is significant. For example the objects they have made are displayed and used in and around the home. One parent commented "My child does lots of activities such as woodwork, craft and painting; they like to see the end results."

Young people are thriving from a holistic approach between home and school. Education is tailored to individual needs. The continuity of approaches across the

settings enables young people to feel secure to learn. Young people are enjoying excellent attendance at school. Young people who have had poor attendance are now flourishing. One parent commented "This is the first time my child has enjoyed school. He now says he wants to go. He is part of everything here." A professional described one young person's progress as "amazing".

Individuals in this home are prepared well for their transition to adulthood. Young people are gaining life skills such as cooking, washing and travelling on public transport. This progression is significant from their starting points on admission. Some young people who would not participate in these tasks before are progressing towards independence. For example, one young person's support on public transport had improved from close supervision to distant supervision by staff.

Young people participate in all their planning through one to one key work sessions and house meetings. Their views are valued and acted upon. Young people are benefiting from work experience. They participate in very specialised work placements of their choice. This will prepare them with essential skills and experience for the world of work in later life.

### **Quality of care**

### **outstanding**

High staffing levels are providing individuals with the care and attention they need to meet their complex needs. Staff excel in having an in-depth knowledge of an individual's needs and they are dedicated to meeting them. They offer a calm, reassuring and nurturing approach which provides young people with a secure base from which they can form positive appropriate relationships so they can start to learn and develop. Differences are nurtured and celebrated in this setting. As a result young people grow and develop in confidence and self-esteem which benefits all areas of their learning and education.

Young people's views and wishes are consistently prioritised. They are enthusiastically acted upon by staff who facilitate this through regular house meetings. Daily consultations encourage young people to influence all aspects of their care. Young people choose their own menus for food and activities as a result. One member of staff commented how a young person actively participates in setting their own targets based on what they wish to achieve. This benefits young people as it allows them to shape their own futures.

Staff equip young people with knowledge to maintain a healthy diet and life style. They ensure young people have access to a range of locally produced sustainable and organic food. The nutritional knowledge they are providing young people with will equip them in later life to make positive food choices and stay healthy. Young people's health care plans are detailed and specific to the individual. This ensures young people's health needs are fully met. All young people are registered with general health services and attendance at routine health appointments is prioritised.

Staff facilitate regular house meetings where young people's views are gained. They are central to the daily running of the home. Staff encourage young people to celebrate their achievements and display young people's work and projects in and around the house. This gives young people a sense of achievement, value and belonging. Staff are enthusiastic in assisting young people to individualise their rooms, promoting young people's identity and sense of belonging.

Staff provide evolving detailed individual placement plans, gathering young people's views towards these through effective key working sessions. As a result young people feel able to make choices about their daily life and in their futures. Young people participate in meetings about their future. Staff build positive relationships with other key professionals to assist young people to make future decisions and explore options.

Education is given a high priority in this setting. All staff have high aspirations for young people and the ethos between home and school is consistent. Staff encourage young people's strengths and motivate them to inspire their education and attainment. Staff go the extra mile to gain young people work experience settings they desire. This encourages young people to learn and attend school.

Staff seek young people's views enthusiastically about the activities they wish to undertake. Staff assist young people to experience a plethora of individualised activities including local walks, cinema trips, nights away, bike riding and horse riding. Trips to the local community are occurring in daily routines for purchasing food. One parent commented "My child is well stimulated here, he has lots of energy."

Young people enjoy a homely environment which is maintained to a high standard. Young people benefit from the privacy of their own rooms, some with en-suite facilities. The communal areas are well furnished and are peppered with young people's achievements including arts and craft creations. At the heart of the home is a communal dining area where young people are encouraged to gather with friends and family for celebrations and quality time.

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

Young people are safe in this home. Young people said they felt safe here and one parent commented "My child is safe here or I would not let them stay." Safeguarding is prioritised in this setting. There have been no missing incidents. Staff are well trained in the safeguarding procedures should a young person go missing. Staff are proactive in forming positive links with community police should they require support. Staff create a calm, positive environment for young people, free from bullying. Positive relationships with young people and each other are promoted.

All staff receive safeguarding training which is updated regularly. Senior management actively assist and monitor rare safeguarding issues. All documentation and issues are dealt with in a child centred way leaving young people safeguarded and prioritised. All staff report feeling confident to consult with senior managers regarding safeguarding at all times. A member of staff stated "I can ring or ask for advice anytime."

Positive behaviour management is individual and very effective. Clear risk assessments and behaviour support strategies are in place. Staff are well trained in restraint techniques which are used as a last resort. Restraint is not a behaviour management method being promoted in this setting. Staff respond proactively and positively towards individuals. Young people's differences and skills are celebrated in such a way, through positive practical activities, that challenging behaviours have significantly reduced or ceased. Staff are consistent in their approaches and boundaries are clear. This allows young people to predict their responses and little negative behaviour is observed.

There is a meticulous recruitment process. Rigorous vetting and monitoring of references are undertaken and recorded in a robust manner. All visitors have their identity verified and are appropriately supervised during their visits. The home environment is appropriately safe and secure. Steps are taken to ensure young people's safety in the night through the installation of movement sensors. This is openly documented in the home's statement of purpose and is being incorporated into children's care plans. Staff make regular health and safety checks around the home. Fire safety and risk assessments are regularly undertaken. There are regular fire drills including drills in the hours of darkness to ensure young people have an awareness of what to do in the event of an emergency and staff know how to protect them.

## **Leadership and management**

**outstanding**

The home is exceptionally well managed. The Registered Manager has been in post for three years, is suitably qualified and holds a master's degree in special education and NVQ4 in social care. The Registered Manager initially worked as a special education teacher and spent nine years as a manager in social care supporting young adults with learning difficulties and autism. The Responsible Individual has an impressive and in-depth knowledge of each young person and their specific needs. Managers are extremely proud of young people's progress and can detail the significance of their achievements from their starting points. They convey a passion for the ethos of the home and meeting young people's complex needs.

The management monitoring systems are robust. There is significant emphasis on improving outcomes for young people. There is in depth analysis of data around any issues which may occur particularly in safeguarding and behaviour management. Young people's progress is tracked and monitored efficiently.



The senior management team is passionate about meeting young people's needs and sustaining placements. Their assessment criteria and admission procedures are stringent. They are commendably and solely focused on the best interests of the child and the service's ability to meet their needs. The needs of young people who already live in this home are considered carefully before any decision is made about further admissions. The management fully understands the current strengths of the home. Their development plan to increase numbers solely focuses on a child centred approach around meeting children's needs and sustaining placements. The intake of future admissions will be dictated by this.

Managers ensure the home is well maintained and is specific to individual young people's needs. It is well resourced and provides a high level of staff to ensure young people's needs are consistently met. The service employs a diverse staff team that provides positive role models. Staff are working with young people positively to promote good values and celebrate difference, respect and tolerance.

Staff receive a high level of quality training. This is specific to individual young people's needs and the ethos of the home. All mandatory courses such as safeguarding and health and safety are updated regularly. As a result young people receive well planned and skilled individualised care. There are high expectations from managers that all staff will promote the ethos of the home and consistent responses to individuals. These are closely monitored and embedded in staff practice.

## 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.