

Inspection report for children's home

Unique reference number	SC062309
Inspector	Janine Shortman-Thomas
Type of inspection	Full
Provision subtype	Children's home

Registered person	Courtyard Care Limited
Registered person address	130 Highfield Road Farnworth BOLTON BL4 0AJ

Responsible individual	Colin Richard Gallimore
Registered manager	Gemma Louise Heath
Date of last inspection	27/01/2014

Inspection date	24/09/2014
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Previous inspection	good progress
Enforcement action since last inspection	There has been no enforcement action since the last inspection.

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

Overall effectiveness

Judgement outcome	outstanding
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Young people make excellent progress in relation to their starting points and thrive in a supportive, consistent and nurturing environment. The on-site provision of a specialist nurse ensures that the complex and unique health needs of all the young people can be safely managed within a homely environment instead of a clinical setting. Young people achieve exceptional outcomes in their emotional and social development due to the range of experience and opportunities they are offered and enjoy. Parents and professionals comment that young people enjoy living in the home as their medical needs are safely managed and they are supported to take part in activities which have not previously been available to them.

Care planning and care practice is highly individualised and gives due consideration to young peoples' unique and diverse needs. Staff work closely and consult where possible with young people, their families and relevant professionals. Staff are strong advocates for young people and ensure they have access to the services and support that they require. This ensures they have the opportunities to fulfil their full potential which allows them to grow and flourish into adulthood.

The home is effectively managed. The Statement of purpose provides a clear vision to the care and support each young person can expect to receive. The experienced

and established staff team are supported to carry out their roles and responsibilities effectively ensuring young people's individual and complex needs are consistently identified and met. Through regular internal and external monitoring systems the management team understands the strengths and weaknesses of the home.

Although systems for reporting and recording are generally good, some shortfalls are noted in relation to the reporting of significant events; the timeliness in submission of the Regulation 33 reports and the supervision of the clinical lead. These shortfalls do not impact on the positive outcomes for young people.

Full report

Information about this children's home

This home is registered to provide care and accommodation for up to six children and young people with physical and learning disabilities and complex health needs. The home is managed by a private organisation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/01/2014	Interim	good progress
01/08/2013	Full	outstanding
15/01/2013	Interim	good progress
20/06/2012	Full	outstanding

What does the children's home need to do to improve further?

Recommendations

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

- ensure that staff have access to support and advice, and are provided with regular supervision by appropriately qualified and experience staff, especially in relation to health professionals. (Volume 5, Statutory Guidance, paragraph 19.4)
- ensure that reports under regulation 33 are sent to HMCI within 28 days of completion (Volume 5, Statutory Guidance, paragraph 3.13)
- ensure if any notifiable event takes place that the appropriate people listed in schedule 5 are notified without delay. (Volume 5, Statutory Guidance, paragraph 2.76).

Inspection judgements

Outcomes for children and young people **outstanding**

All young people benefit from outstanding care that is personalised to their individual complex health needs. Staff are experienced and accomplished at forming and sustaining positive, trusting relationships with young people, families and other professionals. This ensures young people feel secure and supported in gaining information about their past and use this knowledge to assist them with planning for their future, enabling them to achieve their aspirations. One young person confidently spoke about their previous experience and how this had impacted on their decision to challenge a plan for them to return back to a home that they had lived in previously. The young person reported they had been fully informed about the potential plan for him to move on and effectively supported to challenge this decision ensuring that they are able to remain in the home.

All young people are enrolled with an education provision and attend regularly. Education is actively promoted by the staff team who have developed positive and effective working relationships with their education colleagues. Staff travel and remain in school with some young people. This ensures all their individual health needs can be met and maintained throughout the day. This consistent and proactive approach ensures individual care plans are sustained both in and outside of the school environment. This has increased the experiences of some young people. One social worker commented that, 'they have never experienced any other surrounding other than a hospital ward before. They are now attending school and going out on activities which they love. You can see the difference that this is making to the quality of their life.'

Young people benefit from a wide range of stimulating activities in the community. The homes' transport along with public transport is used to access individual activities such as visiting local museums, shopping centres, bowling, cinema and hydro pool. They also benefit from day trips out with some young people partaking in holidays which provide a change of scenery and activities.

Staff value the significance of contact for young people in understanding their heritage and identity and facilitates and support this thoughtfully. Individual contact plans are in place to ensure young peoples' contact is planned, safe and enjoyable. This supportive approach has helped young people maintain regular, quality contact with family and friends ensuring that they remain in touch with those significant to them. One parent commented that, 'they do everything to support me and my son seeing each other. I see him every day. They are happy for me to visit and they bring him home to me.'

Young people are supported to increase their independent living skills in line with their age, ability and level of understanding. Young people who are 'eligible' have

pathway plans in place. Where possible they have contributed to preparing these plans in a meaningful way, ensuring they are working documents.

Quality of care

outstanding

Young people flourish in a stable, nurturing and supportive environment. A young person and professionals comment that the staff are knowledgeable, skilled and kind. Staff have a thorough understanding of the complex individual needs of each young person they support and take the lead to ensure that the detailed and clear care plans are implemented. As a result all young people receive a high level of personalise care ensuring that their unique and complex needs are systematically met.

Young people enjoy positive and trusting relationships with the staff. This warm and nurturing relationship enhances their experiences, progress and development. Parents and professionals are extremely positive about the quality of care the staff provide. One parent stated, 'my child would not be with us, if it was not for the staff. They know her so well and respond immediately to ensure she receives the right level of care.'

The majority of young people do not communicate verbally due to their complex and diverse health needs. Staff continue to seek out innovative ways to aid with communication and provide assistance to ensure young people receive the technology they require. Due to the range of methods used to promote effective communication the voice of the young person is central to the care planning and running of the home. Some young people use facial expressions to communicate and express their wishes and views. Staff are extremely enthusiastic when they engage with all young people and continually discuss what is going to happen next. This ensures they are relaxed and prepared for any intervention which is undertaken. For those young people who can communicate conventionally their views are sought through individual consultations and more informally within their day to day discussions. Young people confirm that they know how to complain and have been supported by the staff effectively when they have needed to use this process. As a result young people feel valued and respected.

Care planning and practice is highly individualised and young people's complex needs are well documented within their individual care plans. These plans are reviewed regularly and shared with parents, social workers and education staff. This ensures young people's achievements are acknowledged and current and emerging health needs are identified and met immediately. Young people, where able, are regular consulted about their care plans and as such have a good understanding of their lives and high aspirations for their future. For those young people who can articulate, attribute their progress to the individualised care and support they receive from the

staff who consistently and actively implement the plans. As a result young people receive good support from the staff and a personalised service specially intended to meet their own diverse and complex needs.

Young people's physical, emotional and psychological needs are recognised and addressed appropriately. Staff continually assess and monitor young people's health to ensure that they are aware and respond to any issues or concerns promptly. Positive working relationships with specialist and partner agencies in the local area ensure that all young people are registered with a local doctor, dentist and optician. Young people are supported to attend specialist health services as identified within their individual plan, routine health appointments and check-ups. As a consequence young people receive the correct level of attention, support and care to ensure they achieve the best physical health possible.

Staff have high aspirations for young people and are committed to supporting and enabling them to reach their full educational potential. Education is extremely important to the staff team and they are proactive in working with young people, social workers and education colleagues to ensure any barriers that prevent inclusion are addressed. An education colleague commented that their school would not have ordinarily been in a position to provide education placements for a number of the young people due to their complex and diverse health needs. However due to the commitment and perseverance of the previous homes manager collaborative and safe joint working practice have now been embedded. As a result all young people benefit from a safe and suitable education provision which allows them opportunities to engage in activities and opportunities that have not previously been available to them.

Keeping children and young people safe **outstanding**

Robust systems, collaborative working with partner agencies, individualised care planning and creative working practice ensure the safety and welfare of young people is promoted and maintained. Due to the diverse and complex needs of the young people, the staff team are highly trained and skilled to confidently provide effective care. A young person reported they feel safe within the home and identified a number of people they can speak too if needed. These processes ensure young people feel safe and are kept safe.

Young people's risks and vulnerabilities are continuously assessed and fully recorded in young people's care and health management plans. Information in these plans is highly personalised and is routinely shared during shift handovers, supervision and team meetings. This ensures staff are equipped to meet the present and emerging health needs. Social workers commented that staff are efficient and effective in observing any changes to young people's health as soon as they emerge. They noted that staff responds immediately to ensure that all young people's needs are systematically met.

Young people receive one to one supervision to ensure their unique and individual needs are met. As a result there have been no incidents of bullying, missing from care and no requirements for any methods of restraint to be used.

The homes procedures for recruiting staff are robust. Potential staff are subjected to a rigorous and challenging process. Relevant checks are undertaken prior to staff starting work to ensure they are suitable to work with vulnerable young people. Most staff are complimentary of the support, guidance and training they receive from managers and colleagues. One survey response commented, 'The induction training I received was excellent and has since improved making it even better for new starters. As a result they feel prepared and confident to deliver a high standard of care to each individual young person'.

Young people live in a physically safe environment. This is because they are protected by a range of health and safety procedures, risk assessments and routine checks. Evacuation plans are understood and regularly practiced by young people and staff.

Leadership and management

good

Young people live in a home that is effectively managed by a suitably qualified Manager. The manager is well supported by four experienced team leaders who share the homes aspirations and motivation to drive forward the improvements outlined in the services orbit plan. The managers' knowledge, skills and experience to provide clear leadership and management to the committed stable staff team is recognised by all partner agencies.

The home is consistently managed and effective in meeting the aims and objectives outlined in the Statement of Purpose. A clear vision of child focused practice is embedded within the home's ethos and has resulted in young people achieving positive outcomes in all areas of their lives. Comments from placing authorities and partner agencies are consistently positive and acknowledge the committed child centred approach as a strength of the service.

The management team works closely with staff to promote high standards of care and maintain the safety of young people. Most staff have the necessary qualifications with others scheduled to achieve this. New staff are inducted well and are given the opportunity to commence a relevant childcare qualification upon completion of their probationary period. The majority of staff performance is routinely monitored and developed through purposeful training, supervision and support. One member of staff is not presently receiving any clinical supervision. Whilst efforts have been made to address this, it remains a shortfall.

Young people's records are generally up to date and of a high quality. This provides a good insight into young people's individual and diverse needs. Information is securely

stored and is shared appropriately with young people, staff and stakeholders to ensure individual confidentiality is maintained.

Internal and external monitoring of the home is good. An independent person completes and provides written reports under Regulation 33 to the Responsible Individual and the Registered Manager. This enables any shortfalls to be identified and addressed. Due to the company's policy on responding to any action plans, a delay in submitting some Regulation 33 reports to HMCI has occurred. A further recommendation is to be made to improve practice in this area.

The recommendation raised from the previous interim inspection, relating to including the details of any volunteers who are working in the home into the Statement of Purpose has now been addressed.

There are systems in place for the management and notification of serious incidents. Detailed records that evidence robust responses to supporting young people and sharing information with relevant people are maintained. On one occasion HMCI have not been notified of an accident that occurred involving a young person. This is viewed as an administrative oversight and had no impact on the welfare and care of the young person.

What inspection judgements mean

Judgement	Description
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Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
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Good	A service of high quality that exceeds minimum requirements.
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Adequate	A service that only meets minimum requirements.
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Inadequate	A service that does not meet minimum requirements.
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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.

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