

Inspection report for children's home

Unique reference number	SC402370
Inspector	Judith Longden
Type of inspection	Interim
Provision subtype	Residential special school (>295 days/year)

Registered person	Wings Education Limited
Registered person address	Suite G20, Lakeside House 1 Furzeground Way, Stockley Park UXBRIDGE Middlesex UB11 1EZ
Responsible individual	Paul Augustine Brosnan
Registered manager	Faye Loraine Harvey
Date of last inspection	21/05/2014

Inspection date	13/01/2015
Previous inspection	adequate
Enforcement action since last inspection	none

This inspection

This home was judged adequate at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

This home has made a number of substantial improvements since the last inspection, and consequently, young people feel more settled, have formed better relationships with staff and make good progress in all aspects of their lives. One social worker commented that the staff understand the needs of the young person they have placed there and that they 'have helped the young person develop socially and academically; their self-esteem and confidence has grown and they are doing really well.'

The home now operates as four smaller houses with consistent staff teams in each of the houses. This enables young people to form strong relationships with staff and provides consistency in their care. A member of staff said, 'the smaller numbers allow for more personalised support and having the keyworkers working consistently in the same area allows for a better relationship and understanding of the young person's needs.' A young person commented on their relationships with staff and said, 'they always fight my corner and I couldn't do it without them, they are 100% supportive.' Having a consistent small team has also led to better communication with parents and placing authorities, as they too develop relationships with staff.

Young people are made to feel welcome when they come to the home. Placements are well planned with a number of pre-placement activities undertaken. The manager and staff actively pursue placing authorities to ensure they have the appropriate paperwork in place to support the young person. Moves from the home are also well planned. Staff work closely with parents, local authorities and education establishments to ensure the young person receives the right support when they leave the home and the transition is as smooth as possible. One young person has recently returned to the care of their parents. This was supported by the staff who facilitated increased contact over a period of months and liaised with further education to ensure the young people would be able to access educational

opportunities in their area. The young person telephoned the home over Christmas to say they are doing really well and have settled at home.

The home has recruited a number of new staff and the induction programme has been revised to ensure they are appropriately supported and receive a robust introduction to the home. Staff continue to be supported through regular supervision and staff meetings. The range of training for all staff has improved and this ensures they develop the appropriate skills to meet young people's needs.

Young people have excellent school attendance and their attainment is good. Young people, who have struggled to attend education in previous placements, develop the confidence to engage with their peers and attend school every day. This is because care staff work closely with education staff to support young people in their education. This results in increased attendance and improved attainment. A social worker said, 'they have been able to get the young person engaging in some form of education very swiftly when previously this young person has always refused education.'

Young people enjoy good health. A number of young people have taken part in the homes new smoking cessation programme which has enabled them to significantly reduce, and in some cases stop, their smoking. The range of food provided has increased and provides young people with varied, healthy meals.

The home has a range of policies and procedures in relation to keeping young people safe. The home has forged strong working relationships with the police and missing from care coordinator. Each young person has their own missing and absence protocol which is shared with the police to ensure consistency in response to any incidents. The recording of any incidents has improved and young people are responded to positively on their return. They engage in key work sessions to discuss their safety and reasons why they may go missing. This has led to a significant decrease in missing and absence from the home.

Young people at risk of exploitation are supported to understand appropriate relationships and sexual behaviours. Risks are assessed through a thorough assessment which identifies triggers, the type of risk and how to manage accordingly to keep young people safe.

Behaviour is managed more effectively; positive behaviour is encouraged through the use of an individual rewards system. Records of incidents of negative behaviour are clear and detailed. Sanctions are relevant and individual to each young person. The effectiveness of each sanction is discussed with the young person and recorded. Records of any physical intervention are very detailed. They provide clarity on all measures taken to prevent the intervention and the effectiveness of its use is clearly identified. Young people and staff benefit from debriefs following incidents. As a result the number of physical interventions has significantly decreased in recent months.

Complaints are recorded and responded to robustly. This ensures young people are aware their complaints are taken seriously. The home works hard to maintain good relationships with neighbours and takes swift action to address any concerns. Safeguarding allegations have been followed up with the relevant agencies and appropriate action has been taken to protect young people.

Young people and parents have been consulted on the location of the home, fitness of premises and safety of young people. This has informed the location risk assessment and the homes safeguarding processes which have ensured young people continue to feel safe. One parent said, 'I know they are safe, definitely safe.'

Monitoring has improved since the last inspection and the manager plans to develop this further. A number of reporting systems and procedures have been revised to provide clearer evidence of progress of young people and the role of the home in supporting this progress. Regular audits are undertaken to ensure young people's files are up to date and this enables the manager to review the quality of the work undertaken and the impact on young people. The manager has recently implemented training for other senior staff to enable them to monitor and review more effectively.

One requirement and two recommendations were made at the last inspection. These have been robustly addressed. The procedures for administration and recording of medication have been completely overhauled. As a result the records of medication are clear and detailed, regular audits ensure there are no errors and medication during home contact is appropriately managed. This means medication practice is safe. The range of training for staff has improved and there is a clear record of the training each member of staff has undertaken. This ensures the manager can identify any gaps in training required to ensure the needs of young people are met. The home has established excellent working relationships with a number of other agencies and professionals including the police. A revised protocol on police involvement has recently been developed which ensures a consistent and appropriate response from the police.

The manager has ensured a robust response to shortfalls identified at the last inspection and those identified during regular monitoring of the home. They have made a number of significant changes which have improved young people's experiences and progress in the home. The manager is aware there is still room for further improvement and strives to achieve this with a clear plan in place for future developments. The manager has carried out a detailed self-assessment of the home and staff have identified how they, as individuals, can support progress. One young person said, 'yes the home has greatly improved but there is still lots of work to do.'

Information about this children's home

The service is a residential school that is registered as a children's home to provide care for 54 children and young people with emotional and behavioural difficulties. The service is owned by a private company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/05/2014	Full	adequate
21/01/2014	Full	adequate
13/11/2013	Full	inadequate
10/05/2013	Full	adequate

What inspection judgements mean

At the interim inspections we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

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.