

Inspection report for children's home

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<b>Unique reference number</b>	SC481295
<b>Inspector</b>	Michelle Bacon
<b>Type of inspection</b>	Full
<b>Provision subtype</b>	Children's home

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<b>Registered person</b>	Imap Centre Limited
<b>Registered person address</b>	Beechfield Lodge Forest Road, Cuddington NORTHWICH Cheshire CW8 2EH
<b>Responsible individual</b>	Martin Patrick McKevitt
<b>Registered manager</b>	Stephen Stanley Wilkinson
<b>Date of last inspection</b>	N/A

<b>Inspection date</b>	30/01/2015
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Previous inspection	N/A
Enforcement action since last inspection	There has been no enforcement action since the home was registered.

<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>
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This is the homes first full inspection since registration in September 2014, following the move from the previous home. Since the move there has been a marked difference in young people's behaviour. Staff commented that young people are far happier and content in their new surroundings. Some feedback about the new home includes 'compared to the other home it feels more comfortable and homely....X has settled well.'

Young people are being very well cared for in a safe and nurturing environment. All aspects of care planning and practice is highly personalised to meet the needs of individual young people. Staff use a number of communication methods to ensure that young people can contribute their views on their day-to-day care. The home works well with parents and stakeholders to benefit young people. Young people say this is a 'good' home.

Young people experience warm trusting relationships with staff. Staff demonstrate a good understanding of all young people's needs and vulnerabilities. Clear expectations and boundaries are consistently followed which enables young people with very complex needs to feel safe and secure. Staff are well trained and skilled to ensure they deliver high quality childcare practice.

Following the re-registration of the home, a stable management and staff team means young people continue to receive stability of care. There is rigorous monitoring of the home by an independent person; however Her Majesty's Chief Inspector (HMCI) has not received copies of their reports. There are a further two requirements made in relation to young people's records and sanctions. In addition there are three recommendations relating to personal education plans, the décor of the home and the legibility of some records. These shortfalls do not impact on the welfare and safety of young people.

## Full report

### Information about this children's home

The home is owned and operated by a private, independent organisation to provide care and accommodation for up to five young people with learning disabilities.

### 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
17B (2001)	ensure that within 24 hours of the use of any measure of control, a written record is made in a volume kept for the purpose of which shall include the effectiveness and any consequence of the use of the measure(Regulation 17B (3)(f))	02/03/2015
28 (2001)	ensure the record mentioned in paragraph(1) shall be kept securely in the children's home so long as the child to whom it relates is accommodated there (Regulation 28(3)(a))	02/03/2015
33 (2001)	ensure a written report about a visit (referred to in this regulation as "the independent person's report") and provide a copy of the report to HMCI. (Regulation 33(9)(a))	02/03/2015

#### Recommendations

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

- ensure staff have up-to-date information about each child's educational progress specifically a copy of their latest Personal Education Plan (NMS 8.7)

- ensure the home provides a comfortable and homely environment and is well maintained and decorated (NMS 10.3)
- ensure entries in records are legible, clearly expressed, non-stigmatising and distinguish as far as possible between fact, opinion and third party. (NMS 22.4)

## Inspection judgements

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

All young people currently living in the home moved from the previous home to this one. They were introduced very slowly to their new environment to ensure those young people who struggle with transitions coped well with the change. Since the move, the manager and staff report that there have been significant improvements in young people's behaviour. Observations confirm that young people appear relaxed, contented and settled in their new environment. They have formed strong attachments with the staff which helps them to feel safe and secure.

Young people participate in lots of activities that promote their social inclusion. They enjoy meals out, shopping, swimming and walks on the beach. This ensures that their physical and emotional well-being is well promoted.

Education is consistently promoted and all young people attend full time education. Staff from the home support young people in school throughout their school day. This provides continuity of support and ensures clear communication between home and school. Some young people have a statement of Special Educational Needs (SEN) and personal education plans (PEP). However, the home does not have copies of the most up-to-date statement or PEP to ensure young people are meeting their identified targets.

The home works in partnership with health care professionals and parents to promote the health needs of young people. Health care plans, in the main, provide detailed information on the health needs of all young people to enable optimum health care. The services young people regularly have access to include the child and adolescent mental health services, speech and language therapy, epilepsy services and sensory assessments. This ensures that young people's physical and emotional needs are being well met.

Young people learn and develop independence skills that maximise their individual abilities. For example, personal care skills, paying for items with no prompts, and helping to prepare and cook meals.

There is effective contact between the home and young people's families. All young people see their family members regularly, which is extremely important to them. One young person was recently asked what is important to them in the future. They said that they maintain positive contact with their family and that they are fully aware when this will happen. Some young people have picture calendars in their bedroom so they are aware of important dates and events. Staff also use social stories to help young people understand any changes to their plans. This supports those young people who do not cope well with change to manage this effectively.

## Quality of care

**good**

Young people flourish and thrive as a result of the high quality care they receive. Social workers and parents are complementary about the quality of care. One social worker wrote 'can I take this opportunity to thank you for the tremendous contribution that you have made towards X care planning. It has been well documented that he continues to make outstanding progress with regards to his welfare and development, this level of care cannot be achieved without a committed team approach.'

Staff place the well-being of young people at the centre of their practice, and have high aspirations for them. Staff are very skilled at communicating effectively with all young people living in the home. This means young people are able to have more of a say in their day-to-day care, for example, menu choices, activities and personalising their bedrooms. One young person was pleased that staff had acted on his request for a double bed when they moved home. This empowers young people and gives them some sense of control over their own lives.

Care planning and practice is highly personalised to meet the individual needs of each young person. Overall, their plans are comprehensive and consistent with the local authority care plans. However, young people's local authority care plans and other legal documents are kept at the organisations head office rather than in the home. This means that staff do not have access to all information relating to young people. Furthermore, the independent visitor has not been able to view young people's records during their visits.

Arrangement for medication are safe and secure. Staff are well trained to meet the specific needs of young people in their care. For example, they attend training relating to specific conditions, such as epilepsy and autism, to enhance their skills and knowledge in meeting the individual needs of all young people.

Young people have settled well into their new home and this has had a positive impact on their behaviour. Staff are aware that often young people's challenging behaviour has a communication function and is an attempt to have a need met. Therefore, they encourage appropriate communication and attention so that young people do not need to display negative behaviour. Staff use sensory diets with some young people to help them feel calm, alert and organised, and thus respond appropriately to sensory stimulation.

Young people benefit from a home that is very well maintained and decorated. There is a large garden that provides young people with ample space for safe play. There is a large window at the top of the stairs where young people enjoy sitting. However, there are no curtains or blinds at the window which means there is little privacy in the evenings.

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

All staff receive regular safeguarding training in order to protect the welfare of young people. Effective systems are in place to record any concerns regarding the welfare of young people. For example, staff use daily record sheets to highlight any physical or emotional changes in young people. This ensures the welfare of young people is protected. However, at times it is difficult to read these because the information is hand written and not always legible.

The home's missing from care policy and procedures comply with the locally agreed protocol; coupled with the high staffing ratios young people do not go missing. All young people are on a minimum of one-to-one staffing, and there are waking night staff who monitor the young people throughout the night. This ensures young people feel safe, and are safe.

Effective behaviour management plans and risk assessments highlight young people's risks and vulnerabilities, and the strategies in place to manage these. Staff implement these well. As a result, there have been no physical interventions or sanctions since young people moved to their new home. However, the sanctions book does not fully meet with requirements as there is nowhere in the record for the effectiveness to be measured. This is not impacting on the welfare of young people. Staff use positive reinforcement to assist young people in developing a sense of right and wrong.

Robust recruitment and selection of staff prevents unsuitable people having access to vulnerable young people. All visitors to the home are required to sign in and provide identification. These measures further safeguard young people.

Young people benefit from living in a safe and secure environment. Good quality health and safety procedures, including fire safety are managed well. Staff are respectful of young people's privacy and dignity, particularly around personal care. Young people with hearing difficulties have specialist equipment in their bedrooms so that they are alert if the fire alarm is triggered. This ensures young people are able to leave the building safely in the event of a fire.

## **Leadership and management** good

The home is effectively managed by a manager who has many years' experience in working with children and young people in a residential setting. He is suitably qualified and provides clear leadership within the home. No complaints or concerns have arisen about the home since it was first registered. The manager and staff have established good relationships with the local community and neighbours.



The home can demonstrate a capacity for continuing improvement, based on its track record, and evidence of the impact it is having on improving outcomes for young people. The stable and highly committed staff team is a real strength of the home. The manager and senior consistently communicate high expectations to staff about sustaining improvement. A social worker recently wrote to the manager saying 'you have been instrumental in promoting the best outcomes for X and in directing the team surrounding him with your specialist knowledge and understanding.'

Monitoring of care within the home is routinely undertaken by an independent person. However, Ofsted have not received copies of the visitors monitoring reports, so that they have a clear overview of the home between inspections. The manager monitors the home, including the quality of care and outcomes for young people. This ensures that high standards are maintained and action is taken quickly to tackle weaknesses.

The home employs a sufficient number of staff to meet the needs of young people. They are enthusiastic in their work and benefit from regular training, supervision and team meetings. Consequently, young people are provided with consistency by staff who have the skills and knowledge to care effectively for them effectively.

The home works well with other professionals to ensure young people have the appropriate support to meet their needs. Feedback from professionals confirms that young people live in a caring and supportive environment that promotes improved outcomes for them.

The home is operating in line with aims and objectives of its Statement of Purpose. This provides families and placing authorities with a clear description of the services and support provided by the home.

## 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.

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