

Inspection report for children's home

Unique reference number	SC423453
Inspector	Fiona Littlefield
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Wood Grove (Childcare) Limited
Registered person address	4th Floor 43-45 Dorset Street London W1U 7NA

Responsible individual	Anthony Hurran
Registered manager	Nicola Shade
Date of last inspection	25/03/2014

Inspection date	24/03/2015
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Previous inspection	good progress
Enforcement action since last inspection	none

This inspection

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

Young people continue to make progress in this home. The manager and staff have partly addressed the recommendation arising from the previous inspection. Young people's case files are being reorganised into a simpler and more accessible format. However, this work has not been finished.

Young people in the home are at different stages in respect of their starting points and the challenges they face. When young people first come to the home, their needs and vulnerabilities are carefully assessed by the Registered Manager. High risk behaviour is identified and immediate management strategies are prepared. Staff are committed and purposeful in helping them to settle in. For example, instances of young people going missing have reduced considerably. Consequently, young people are safeguarded in the home.

Young people comment favourably on the close relationships they have with staff, who know their needs and are attentive to them. One young person said: 'Sometimes I get really depressed but staff don't ignore you. They sit with you and talk to you about what you can do, so I get up. They always help.' This leads to young people feeling protected and nurtured.

The home has well established routines, which support the young people and give them a clear direction for their day to day activities. Young people respond well to these daily personalised plans.

Education is seen as key in promoting a young person's self-esteem. Staff actively support them in school or college, attending some lessons and liaising with specialist staff. This has ensured that young people feel safe and can continue to benefit from consistent schooling.

Where young people do not have a full-time educational programme, this is followed up persistently and vigorously by staff. In the meantime, they are expected to follow full time education in the home with the tutor. This gives young people a sense of security.

Some young people are being helped to prepare for independence. Staff approach this sympathetically and with insight to achieve a balance of practical skills and emotional resilience. Young people take responsibility for some budgeting and domestic tasks and some have started work experience in the local area. This leads to improved social skills and confidence.

Young people are encouraged to make their views known through key working sessions, attending the daily house meetings and engaging in activities that reflect their personal interests and abilities. For instance, some young people are re-designing the welcome book for young people when they first come to the home. Others go to local sports and leisure facilities. This helps young people feel valued.

Staff benefit from regular supervision and consultation with a child psychologist. They are aware that the behaviour of some young people reflects the impact of unresolved and conflicting emotions. For instance, there has been an increase in episodes involving verbal abuse and aggressive behaviour. Staff have been exceptionally skilled in managing and containing this behaviour, recognising possible causes and preventing escalation. Instead there is a focus on positive praise, reducing tension and distraction into more productive activities. As a result, the behaviour of most young people settles down.

Parents and social workers are positive about partnership working with staff and managers at the home. Staff understand the importance of family relationships and are resourceful about facilitating contact. The parent of one young person said: 'I am 100 per cent pleased. They have made real progress and she is happier and safer in a new environment that suits her.'

External monitoring arrangements are in place but reports are not robust and do not always indicate areas for improvement. The Registered Manager has not submitted internal monitoring reports to Ofsted in a timely fashion. However, monthly reports are completed so the impact on the well-being of young people is minimal.

The home is comfortably furnished and decorated. Young people have been encouraged to decorate their own bedrooms to a very high standard. Young people benefit from homely and welcoming surroundings during their stay.

Information about this children's home

This privately owned children's home is registered to accommodate four young people with emotional or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/03/2014	Interim	good progress
30/04/2013	Full	outstanding
11/02/2013	Interim	satisfactory progress
11/10/2012	Full	outstanding

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
33 (2001)	consider that the independent person's report may recommend actions that the registered person may take in relation to the children's home and timescales within which the registered person must consider whether or not to take those actions (Regulation 33(10))	06/05/2015
34 (2001)	supply to HMCI a report in respect of any review conducted for the purposes of paragraph (1) and make a copy available on request to placing authorities where the placing authority is not the parent of a child accommodated in the home. (Regulation 34(2))	06/05/2015

Recommendations

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

- ensure that information about the child is recorded clearly and in a way which is helpful to the child when they access their files now or in the future. Children are actively encouraged to read their files, other than confidential or third party information and to correct errors and add personal statements. (NMS 22.5)

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.