

Children's homes inspection - Full

Inspection date	22/06/2015
Unique reference number	SC477724
Type of inspection	Full
Provision subtype	Children's home
Registered person	Crystal Care Solutions Limited
Registered person address	Nelson House, Boat Horse Road, Kidsgrove, STOKE-ON-TRENT, ST7 4JA

Responsible individual	Mr James O'Leary
Registered manager	Miss Julie Naden
Inspector	Mr Kersh

Inspection date	22/06/2015
Previous inspection judgement	Not Judged
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Good

SC477724

Summary of findings

The children's home provision is good because:

- The home ensures all detailed information is received and careful planning is carried out prior to placements being made
- Staff members help young people make sense of their past and they support them to move forward and plan for the future. Young people benefit from good role models who they can look up to and learn from
- Young people feel able to contribute to the running of the home. They are involved in key decisions and their views are central to all aspects of how the home operates and develops its practice
- The home specialises in providing a therapeutic service for young people and this supports their individual specific needs
- Daily routines are structured which contributes to young people's quality of care and sense of belonging
- Risks are managed well and understood by staff members ensuring young people are safe and feel safe in the home
- Staff members spend time with young people and incidents of missing from home have significantly reduced
- Clear strategies are in place for managing behaviour which young people respond well to
- The manager has a good understanding of the home's strengths and they tackle identified weaknesses, to secure improvement
- The manager communicates high expectations to staff. She is energetic and ambitious about continuing improvement and support for staff members is strong
- One requirement and two recommendations have been made at this inspection. These are in relation to consent for monitoring devices, independent interviews for young people when they return from being missing and supervision records

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

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 (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*. The registered person(s) must comply with the given timescales.

Requirement	Due date
<p>24: Monitoring and surveillance</p> <p>ensure the child's placing authority consents in writing to the monitoring particularly in relation to the electronic alarm devices fitted to young people's bedroom doors. (Regulation 24 (1) (b))</p>	<p>31/07/2015</p>

Recommendations

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

- ensure when a child returns to the home after being missing from care or away from the home without permission, the responsible local authority must provide an opportunity for the child to have an independent return home interview. Homes should take account of information provided by such interviews when assessing risks and putting arrangements in place to protect each child (Guide to the Quality Standards page 45 paragraph 9.30)
- ensure a record of supervision is kept for staff, including the manager. The record should provide evidence that supervision is being delivered in line with regulation. (Guide to the Quality Standards page 61 paragraph 13.3)

Full report

Information about this children's home

This section should outline:

- The home is registered to accommodate three young people with emotional and/or behavioural difficulties
- The home is one of a number of homes operated by a private organisation
- The home specialises in providing a therapeutic service for young people as written in the home's Statement of Purpose document

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/01/2015	CH - Interim	Not judged
22/10/2014	CH - Interim	Not judged

Inspection Judgements

	Judgement grade
<p>The overall experiences and progress of children and young people living in the home are</p>	<p>good</p>
<p>The home registered in July 2014 and remained empty up until April 2015. This provided an opportunity to recruit and provide staff members with a full induction and training programme in preparation for accommodating young people. During this time a full programme of re-decoration work took place. The home is suitably furnished and provides young people with space and privacy.</p> <p>Young people benefit from exceptionally well planned and personalised care, which promotes their needs effectively. Care planning and practice is individual to meet and support the needs of young people. This enables them to experience and enjoy good relationships with staff and sustain positive attachments.</p> <p>Young people are positive about their relationships with all staff members and say, 'They (staff) are really helpful and this place is much better than the last place I lived in', and 'Staff make me feel important and listened to.' Young people and staff members report having positive relationships with each other and these positive interactions were observed during this inspection.</p> <p>Although young people have lived at the home for a short time they have and are making progress. Considering young people's previous placements improvements have been made in education and health including their emotional, social and psychological well-being.</p> <p>All young people have education in place in line with their agreed plans and attendance and engagement is good. This enables them to achieve and set educational targets. Young people receive and engage in weekly therapy sessions which focus on their past experiences such as, attachment disorders and impulsive behaviours. This supports young people to reflect, understand and respond to strategies to manage their daily lives and this contributes to their quality of care and sense of belonging.</p> <p>All therapeutic intervention is carried out by professionals, commissioned by the home, who are suitably trained, experienced, qualified and supervised. They report the manager and staff work in partnership with them and regularly keep them informed of young people's progress or any areas of concern. Specific training has been completed by all staff members in order to understand and meet the diverse needs of young people.</p> <p>Young people contribute to the running of the home. They are involved in key</p>	

decisions and their views are central to all aspects of how the home operates and develops its practice. Staff members are creative and imaginative. For example, they support young people to set the agenda and lead in meetings between each other, promote their interests during key worker discussions.

The manager and staff members have established effective partnership working with other professionals This is confirmed by external professionals who work with and know young people. One says, 'Having known (young person) previously it is very striking how much their attitude has changed in such a short time.' Another comments, 'There have been major improvements compared to his last placement.'

Young people know how to make a complaint and their rights and entitlements are promoted effectively. There have been no complaints since the home opened. No complaints or concerns were raised by young people during this inspection. Young people's views about their care, the home and their relationships with staff, are consistently positive.

Young people benefit from a range of constructive and enjoyable activities and these are arranged and planned with them. Clear activity planners are structured around their education commitments and young people's participation develops their skills, friendships and self-confidence. They continue with their own interests and hobbies and enjoy group activities outside of the home.

The home actively promotes contact so young people are able to maintain their close relationships with the people who are most important to them. They develop practical skills, such as shopping and cooking. Although they are not undertaking a full independence programme these tasks will benefit them when they reach an age to do so.

	Judgement grade
How well children and young people are helped and protected	good
<p>Staff members consistently place the welfare and safety of young people at the centre of their practice. They demonstrate a positive understanding of safe working practice. The use of clear risk assessments with strategies understood by staff and pro-active safeguarding practice ensure young people, including the most vulnerable, are not at risk of harm.</p> <p>There are no safeguarding concerns and all staff members are trained to recognise, respond and report any suspicions of abuse or neglect. Young people report feeling safe and there are no issues or repairs outstanding with the home</p>	

internally or externally. All health and safety checks are carried out regularly, ensuring young people, staff members and visitors are safe. Any visitors to the home are supervised and there is strict monitoring of such people. Staff employed to work in the home are carefully selected and vetted on a regular and on-going basis. This prevents unsuitable people from being recruited.

Young people rarely go missing from the home, and if they do, there are effective arrangements to promote their safe return. There are four recorded incidents when a young person has been absent from the home for short durations, and on each occasion staff have followed the young person and encouraged them to return to the home safely. Although young people have not been missing from the home for longer periods or overnight there are currently no arrangements in place for them to have a return home interview. A recommendation is made to ensure young people have someone independent of the home to talk to and so any patterns or trends can be identified and addressed.

Clear behavioural management plans are in place and are agreed by young people, their therapist and are understood by all staff members. The home is settled and there are no concerns in relation to behaviour. Restraints have not taken place and sanctions imposed are minimal. There has been one sanction recorded and this is fair and agreed by a young person. They respond well to incentives set for them and receive certificates of achievement which they proudly display.

Residents do not smoke or experiment with drugs or alcohol. They engage well in sporting activities and this contributes to their good health. There are no concerns regarding bullying or intimidation because all who work and live in the home get on well.

Electronic alarm devices are fitted to young people's bedroom doors with the purpose of safeguarding and monitoring any movements during the night. Young people do not consider these devices as an invasion of their privacy. However, there is no written consent from young people or from their placing authority for the use of such devices. Consequently, a recommendation is been made to ensure agreements are in place and all concerned with the welfare of young people understand the use of such monitoring devices.

The home has established and maintains effective links with local safeguarding agencies, the missing from home co-ordinator and local police officer. This ensures any areas of concern or support needed for young people can be directed to the appropriate agencies and further protect young people.

	Judgement grade
The impact and effectiveness of leaders and managers	good
<p>The manager was interviewed by Ofsted in June 2014 as part of this homes registration process. As a result, she became the Registered Manager for this home. She has previously been a Registered Manager and has the relevant qualifications and experience to carry out this role.</p> <p>The manager communicates high expectations to staff. She is energetic and ambitious about continuing improvement. A full training programme has been completed by all staff members and the manager continues to professionally develop her own knowledge and training needs. This benefits young people who are looked after by staff who understand and prioritise their specific needs and how these needs are to be supported and met.</p> <p>From their initial starting point Young people continue to make progress in the home. They are well supported to engage, reflect and change previous behaviours. This is evident from the records maintained in the home.</p> <p>The manager has a good understanding of the home's strengths and they tackle identified weaknesses thoroughly, to secure improvement. They routinely make good use of the home's monitoring activities to promote positive outcomes for young people. An independent person reports on the quality of care provided to young people each month. Any identified actions are promptly addressed, by the manager. These arrangements allow robust scrutiny of the records kept in the home, the skills of staff members and the progress young people make.</p> <p>All staff members receive regular supervision, from the manager or deputy manager. This enables them to focus on the current and future needs of young people and identify any professional development and training needs for themselves.</p> <p>The manager has a supervision record sheet separate to the supervision records kept for all staff. Some details on this sheet are incomplete, for example, dates and signatures. As a result, a recommendation is made. This is to ensure the home keeps up to date and completed records for all staff and the manager in relation to supervision. This is an administration oversight and has no impact on the care young people receive.</p> <p>The home's Statement of Purpose document is current and clearly describes the services provided to young people, placing authorities and families. The home's aims and objectives set out in this document are being met by staff members who fully understand the ethos of the home. Young people benefit from sufficient numbers of experienced and committed staff, which provides a good level of support and supervision of young people at all times.</p>	

Feedback from external professionals is consistently positive. They acknowledge how well the home works in partnership with them to support and promote the needs of young people. The manager is not afraid to challenge professionals or placing authorities. This benefits young people and ensures services are in place to support their continued development.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This 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 Children's Homes (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*.

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