

## Children's homes inspection - Full

<b>Inspection date</b>	<b>28/09/2015</b>
<b>Unique reference number</b>	<b>SC059842</b>
<b>Type of inspection</b>	<b>Full</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered person</b>	<b>Bolton Metropolitan Borough Council</b>
<b>Registered person address</b>	<b>Town Hall, Victoria Square, PO Box 29, BOLTON, BL1 1RU</b>

<b>Responsible individual</b>	<b>Mr John Daly</b>
<b>Registered manager</b>	<b>Mrs Julie Whitehead</b>
<b>Inspector</b>	<b>Mrs Jones</b>

<b>Inspection date</b>	<b>28/09/2015</b>
<b>Previous inspection judgement</b>	<b>N/A</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<b>The overall experiences and progress of children and young people living in the home are</b>	<b>Outstanding</b>
The children's home provides highly effective services that consistently exceeds the standards of good. The actions of the home contribute to significantly improved outcomes for children and young people who need help, protection and care.	
<b>how well children and young people are helped and protected</b>	<b>Outstanding</b>
<b>the impact and effectiveness of leaders and managers</b>	<b>Outstanding</b>

**SC059842**

## **Summary of findings**

### **The children's home provision is outstanding because:**

- A stable and experienced staff team forge trusting and secure relationships with young people. They create a positive culture of high aspiration.
- Leaders and managers are extremely effective. High quality care is part of the fabric of the home and has been for many years.
- Young people who have disabilities and complex needs make exceptional progress in all aspects of their development, from their starting point.
- Young people experience a homely environment where they have fun, make peer friendships and participate in a wide range of activities.
- Young people, their families' and partner agencies are highly satisfied with the service. Above all young people enjoy their time here.
- Care practice is underpinned by research and the social model of disability. Barriers in society are tackled by staff to ensure young people reach their potential.

## 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.

There are no requirements made at this inspection

### Recommendations

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

There are no recommendations made at this inspection.

## Full report

### Information about this children's home

This is a local authority short break children's home. It is registered to provide care and accommodation for up to five young people with physical disabilities and learning disabilities.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/03/2015	CH - Interim	improved effectiveness
07/01/2015	CH - Full	Outstanding
18/03/2014	CH - Interim	Good Progress
15/01/2014	CH - Full	Outstanding

## Inspection Judgements

	Judgement grade
<b>The overall experiences and progress of children and young people living in the home are</b>	<b>outstanding</b>
<p>The overall experience and progress for young people staying here for short breaks is exceptional. They flourish in all aspects of their development and thoroughly enjoy their time spent here. They are socialising, making friends and participating in a wide range of activities and opportunities to stretch them even further. For example, they are involved in the panel for interviewing new staff, write regular articles for the newsletter such as, the jokes corner and give presentations to corporate boards within the local authority. Young people have disabilities and complex needs but this doesn't stop them in enjoying life to the full.</p> <p>Young people's families and partner agencies are highly complementary of the staff team and the services provided. They say, 'the warmth, commitment, pride and energy of the team are evident, the standard of care and the respect with which it is delivered is without fault.' Others say, 'a lovely and warm welcoming home, the staff are clearly devoted to the children and all the children have positive experiences.'</p> <p>The staff here know each young person extremely well, their likes, dislikes, individual communication style, emotions, talents and skills. This is underpinned by excellent relationships with young people's families and social workers, who work together in partnership to ensure their needs, are met. Moreover, the stability of the staff team over many years allows for predictability, continuity of care and a reliable knowledge base, which is the bedrock of forging the secure relationships with young people. These are warm, caring and affectionate.</p> <p>Young people maintain their individual routines and attend school during their stay. Excellent communication between the staff, families and schools ensures that this is not disrupted. They continue learning during their stay through various means including, leisure activities and the electronic library. Importantly, the staff are interested in their day and talk to them about school as well as help with homework. This time and commitment enables them to reach their potential.</p> <p>Young people's health needs are met by trained and competent staff during their stay. Clear care plans are in place to support this. A registered paediatric nurse provides training appropriate to young people's needs. This is competence assured</p>	

by the nurse. Arrangements for administering medication are also safe and again staff competence is assessed in this area. These practices coupled with consistent liaison with young people's families, makes sure that they receive safe and high quality care during their stay.

Equality and diversity is well established within the home's culture and barriers to participation are seen as challenges to get over, not as obstacles. They are growing in confidence, participating within the community and interacting socially. Fun days and Christmas parties are part of life at this home where young people, their families, partner agencies and the staff all celebrate and have fun together. Funds raised are used to provide exciting activities such as, climbing walls, barge trips and sky diving for young people. The staff go above and beyond their working role and spend their free time with them.

Young people are treated with dignity and respect. Personal care needs are well thought out and they are treated as individuals with unique talents and skills. They are involved in the running of the home, and their views wishes and feelings are gained in real and meaningful ways. For example, a young person is the home's representative and meets with the registered manager to raise improvements. These are successful.

	Judgement grade
<b>How well children and young people are helped and protected</b>	<b>outstanding</b>
<p>Young people and their families have a strong sense of safety during their children's stay at the home. The staff have an excellent understanding of their safeguarding duties and have targeted training, which specifically focuses upon protecting young people with disabilities. Additionally, young people have detailed risk assessments and support plans to manage and identity risks to them appropriately. Safe care practices ensure that they are effectively safeguarded and protected from harm during their stay</p> <p>There are no incidents of young people missing from home, bullying or any risky behaviours. Furthermore, the staff know each young person exceptionally well and have developed strategies to manage their individual behaviours successfully. As a result there are no physical interventions. The staff are fully trained if this is ever necessary.</p>	

Young people stay in a physically safe environment where they are protected by well managed health and safety procedures. Health and safety checks are completed and insurance certificates are up-to-date. Plans are made with young people to ensure they are aware of an emergency evacuation route in the event of a fire. A robust recruitment process is in place and the staff take appropriate steps to verify visitor's identity to ensure young people are protected.

	Judgement grade
<b>The impact and effectiveness of leaders and managers</b>	<b>outstanding</b>
<p>This short break home is managed exceptionally well by an experienced, qualified and committed registered manager. She has been in position since the home opened approximately 12 years ago. She stimulates the enthusiasm of staff and leads by example, maintaining a stable, consistent and motivated team. This is a key strength of the home. There are two senior staff who deputise in her absence. Again, they have a wealth of experience and a recognised management qualification. Together they ensure the smooth running of the home.</p> <p>Young people's care is scrutinised by effective systems of monitoring, which include monthly visits by a designated person in accordance with regulation. The Registered Manager is clear about the strengths and weaknesses of the home and plans for development of the service are thorough and regularly reviewed. For example, she intends to draw together care planning information to streamline documents to enable easier access.</p> <p>The staff have comprehensive guidance, policies and procedures to support their care practice. They confirm that they are fully supported and highly regard their manager. They have regular training, supervisions, appraisals and team meetings to further ensure their competence in caring for young people. All staff are suitably qualified and have a wealth of experience in working with young people with disabilities.</p> <p>The home's written records are excellent and provide a picture of young people's daily living during their stay in a format that makes sense to them. Furthermore, these records are individually put together to reflect each young person's tastes, such as a 'spider man' file. Their information is securely stored and shared</p>	

confidentially to protect their safety and privacy.

The staff fully understand young people's individual diverse needs and have high aspirations for them in achieving their potential. There are sufficient numbers of staff to meet their needs who 'love' their work. This provides a happy atmosphere and an enjoyable stay for young people and their families.



## 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*.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *raising concerns and making complaints about Ofsted*, which is available from Ofsted's website: [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted). If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted).

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted)

© Crown copyright 2015