

Children's homes inspection - Full

Inspection date	30/07/2015
Unique reference number	SC368032
Type of inspection	Full
Provision subtype	Children's home
Registered person	Constant Child Care Ltd
Registered person address	Tameway Tower Ltd, Bridge Street, WALSALL, WS1 1JZ

Responsible individual	Mr Barry Edwards
Registered manager	Mr Rodwell Mapfumo
Inspector	Julia Wright

Inspection date	30/07/2015
Previous inspection judgement	N/A
Enforcement action since last inspection	
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

SC368032

Summary of findings

The children's home provision is good because:

- Young people make progress in all areas of their development.
- Young people report feeling safe and secure. They can talk to staff and feel nurtured and supported.
- Individualised care planning is in place.
- Staff proactively address risk.
- Staff work well together to support young people's behaviour.
- Families are positive about the difference the home makes to their child's life.
- An experienced manager and senior team lead a well-trained and competent staff team, who are confident in meeting the needs of young people.
- Young people's voices are heard. They are involved in the day to day life of the home and feel that their views matter.
- Young people enjoy a range of activities in the home and in the community.
- Education is prioritised and attendance is excellent. Young people are on track with their educational targets.
- A few shortfalls in practice are identified – the environment needs attention to ensure high standards are maintained, physical intervention records lack detail and the young people's guide is missing the children's commissioner details.

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
12: The protection of children standard In order to meet the protection of children standard, the registered person must ensure – (d) that the premises used for the purposes of the home are designed, furnished and maintained so as to protect each child from avoidable hazard's to the child's health.	31/08/2015
The registered person must ensure that within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes details of any methods used or steps taken to avoid the need to use the measure (Regulation 35(3)(v)).	31/08/2015

Recommendations

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

- Ensure the Children's Guide is updated to include details of how to contact the Office of the Children's Commissioner (The Guide to the Quality Standards page 24, paragraph 4.22).

Full report

Information about this children's home

This children's home is registered to provide care and accommodation for up to three young people with emotional and behavioural difficulties. The home is privately owned.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/03/2015	Interim	improved effectiveness
29/09/2014	Full	Good
30/01/2014	Interim	Inadequate progress
09/05/2013	Full	Adequate

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	good
<p>Young people benefit from positive relationships with staff caring for them. They know the expectations and boundaries in place and feel nurtured and helped. One said 'I like the home, the staff are great and help me when I need it'. Another said, 'I like my room, but sometimes I get a bit bored. Not much though'.</p> <p>Young people are involved in many aspects of the home's running. Their self-esteem grows as they know that adults listen to their views and value them. For example, when young people express a preference for a particular link worker, their requests are, where possible, met as staff recognise the value of young people making strong connections with staff, and the importance of listening to young people's voices. Advocates also visit young people and provide an independent service to enhance their rights and welfare.</p> <p>Young people make progress with their education. They live in an environment where their progress is valued and promoted and consequently, educational targets are met or exceeded. Staff help young people with homework and staff attend parent's evenings. Young people know that adults keep each other informed for their benefit.</p> <p>Managers and staff understand the complex needs of each young person, enabling them to progress in their lives. Social Workers commented favourably about the progress made by young people as a result of the stability provided by the home, including behaviour improvements, and with their emotional health. Young people's health needs are identified and addressed through detailed health plans. Primary health care is met as all young people are registered with a General Practitioner, dentist and opticians. The staff accompany young people to other appointments. For example, staff support young people to attend child and adolescent mental health services. Staff work closely with other agencies to promote young people's emotional health. This extends to working with therapeutic services to ensure that the timing of completing life story work with a young person is carefully considered to avoid unnecessary distress.</p> <p>Professionals' views are varied. One Social Worker said that she always knows what is going on and this helps when she sees her young person. Another professional is less positive commenting that staff do not kept her informed about a young person's behaviour difficulties.</p> <p>Young people choose a variety of activities in the home and in the community.</p>	

Their views are frequently sought via young people's meetings, one to one sessions with staff and daily dialogue. Young people's quality of life is enhanced through participating in community activities. For example, one young person was involved with charity fundraising enhancing her understanding of the needs of others and citizenship. Young people enjoyed a holiday together with staff, giving them new opportunities to enjoy a different environment and activities.

Young people are encouraged to make a contribution to the home through participating in chores. Their sense of responsibility is increased as they undertake and enhance their skills. They learn age appropriate skills such as cooking, laundry, and looking after their rooms, all offering consistent steps towards learning to live independently in the future.

Young people enjoy seeing friends and family. Contact arrangements are clarified as young people move into the home. Young people's contact at the home and in the community is supported by staff and they retain contact with important people in their lives reinforcing their sense of self and identity.

	Judgement grade
How well children and young people are helped and protected	good
<p>Young people are protected at the home as staff understand their needs and have strategies in place to support them. For example, where young people struggle to adhere to boundaries, staff offer consistent care and routines meaning that young people learn what is expected of them. A system of rewards and reinforcement of positive behaviour further enhances this approach. Young people say, 'I like living at the home. The staff are nice'. Relatives say, 'I know she is safe and I can sleep at night'.</p> <p>Staff work well to support young people's behaviour. Although young people can be challenging, staff use varied strategies to deescalate and manage situations. Young people learn to self-regulate their behaviour, promoting self-esteem and security.</p> <p>Staff are trained in techniques of physical intervention. Where physical intervention is used, records are completed promptly but do not contain details of strategies used to deescalate situations. This hinders young people having a clear picture of why a physical intervention was necessary.</p> <p>Young people feel safer as they have trusted relationships with adults who know them well. A social worker said, 'she has made a lot of progress. Staff have managed some difficulties and I can see the difference'.</p>	

Staff communicate effectively with other professionals. Where concerns are raised about young people's safety resulting from using social media, staff work closely with social workers and other professionals to safeguard them. Such measures ensure risks to young people are identified, well managed and that any risk of harm is reduced.

Effective working partnerships with the police reinforce the strong network of support available to young people. Local police community support officers visit the home and young people become familiar with them. Police work with young people and staff to reinforce the importance of socially acceptable behaviour. Barriers are broken down, and young people become comfortable with the presence of the police. Their understanding of citizenship and responsibility is enhanced.

Individual risk assessments are comprehensive and robust. Staff are knowledgeable about individual risks relating to young people and ensure that risk assessments are implemented. There are no incidents of young people missing from care. Staff supervision and support means that young people stay safe.

Staff are appropriately vetted prior to commencing employment at the home. Consequently, young people are not exposed to adults who may wish to harm them. Staffing levels are appropriate and ensure sufficient staff are available so that young people's needs are met.

The Registered Manager ensures that regular health and safety checks are undertaken. This means that identified hazards are rectified promoting a safe environment for all. Young people participate in fire evacuations further enhancing their safety. This inspection found that young people live in a home which has a safe internal environment. In the garden there is an area of uneven and damaged wall, and an iron gate is stored against one of the walls. These present a safety hazard to young people.

	Judgement grade
The impact and effectiveness of leaders and managers	good
<p>The registered manager has a Diploma level five in Leadership and Management services for Children and Young People. He has been in post since July 2014. The registered manager is a strong and effective leader who sets high standards for the team. The registered manager ensures that all staff adhere to the home's ethos of promoting the safety and welfare of young people.</p>	

Young people benefit as staff are supported and motivated. Staff have regular monthly supervision and this enables them to understand and reflect upon young people's needs. Targets for improving practice and extending skills ensures that staff understand all aspects of caring for young people. Annual appraisals are planned and in place for all staff and young people receive good coordinated care as staff are supported and challenged.

Young people benefit from a suitably qualified and mixed experienced staff team. Some staff have a level three diploma in working with children and young people. Other staff are working towards gaining this qualification. Young people are supported by staff who have the skills, abilities and interest to meet their needs. Staff training is updated regularly and this means that staff remain updated and knowledgeable about young people's needs.

Young people's records are very well organised and audited regularly by the management team to identify any gaps. Internal monitoring of the home is good and records demonstrate that the Registered Manager takes action to address recommendations from the independent monthly visitor. The Registered Manager has ambitious and thorough plans to develop the service further for the benefit of young people.

The work undertaken by the home reflects that stated in the home's statement of purpose. For example, staff undertake work to prepare young people to return home, live in the community or for their next planned move. Staff undertake life story work with young people, at a time appropriate to their needs. Staff liaise closely with young people's families and therapeutic workers to offer a seamless service enhancing young people's understanding of their backgrounds and the reasons they are unable to live with their families. The home's children's guide provides young people with nearly all the necessary information they need when they first move to the home. The only absence is the children's commissioner.

The registered manager has a thorough location risk assessment in place considering all environmental factors in relation to each young person at the home, with strategies ensuring their safety. Young people's safety is promoted as the location risk assessment is regularly reviewed and updated in consultation with other agencies.

The registered manager ensures that action is taken to address any safeguarding incident or potential issue before it escalates, again promoting young people's safety. One relative said, 'I know staff look after her brilliantly'. A social worker said, 'she is much safer now living here, in her previous place, she was running away all the time. She has never gone missing here'.

The previous shortfall identified at the last inspection has been met. The welfare of young people is promoted as recruitment files contain all necessary information required for adults working with young people including reasons why previous

employment ended.

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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