

Children's homes inspection - Full

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| Inspection date | 06/10/2015 |
| Unique reference number | SC486879 |
| Type of inspection | Full |
| Provision subtype | Children's home |
| Registered person | PJL Healthcare Limited |
| Registered person address | White House, Withyham, Hartfield, East Sussex, TN7 4BT |

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| Responsible individual | Paul Sellars |
| Registered manager | Leah Thompson |
| Inspector | Lucy Chapman |

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| Inspection date | 06/10/2015 |
| Previous inspection judgement | N/A |
| 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 | Outstanding |
| the impact and effectiveness of leaders and managers | Good |

SC486879

Summary of findings

The children's home provision is good because:

- Young people build secure relationships with staff; they name trusted members of staff with whom they share their concerns. The inspector observed warm and caring relationships between staff and young people.
- Exceptional online safety training, tailored to each young person's age and understanding, ensures they understand risks and know how to keep safe. Because of the innovative training young people's online behaviour changes and they begin to make safe choices.
- Young people learn skills and develop their independence; goals link to rewards of their choice. Young people understand their goals and take pride in the progress that they make.
- Careful consideration given to referrals results in child centred decision-making about young people coming to live at the home. Individualised transition planning allows young people to move into the home at their pace; this promotes stability for new and existing young people.
- Visits from friends and family are encouraged. Staff work in partnership with parents; parents value the home and the progress their children make. One parent says 'We are very impressed, the staff have been sensitive to her needs and she is very happy and settled there'.
- The home is in a rural location; it is spacious, well maintained and homely. A large garden contains outdoor equipment, a new trampoline and pet rabbits. Young people benefit from a high quality environment inside and outside of the home.
- A shortfall is that regular independent monitoring of the home is yet to commence; the appointment of an independent person is in process.

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

Recommendations

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

Ensure an independent person makes a rigorous and impartial assessment of the home's arrangements for safeguarding and promoting the welfare of children in the home's care. (The Guide to the Quality Standards, page 65, paragraph 15.5)

Full report

Information about this children's home

The children's home is privately owned. It is registered to provide care for up to 5 children with learning difficulties.

This is the home's first inspection since registration.

Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| N/A | | |

Inspection Judgements

| | Judgement grade |
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| The overall experiences and progress of children and young people living in the home are | Good |
| <p>Young people build secure relationships with staff; they name trusted members of staff with whom they share their concerns. Staff value young people and put their wellbeing at the centre of practice. The inspector observed warm and caring relationships between staff and young people.</p> <p>Active links in the local community enable young people to take part in activities they enjoy and to develop a sense of belonging. Staff seek out activities according to young people's interests; these include swimming, roller disco and trips to an outdoor activity centre. Links with a local farm provide opportunities for young people to visit and help feed the farm animals.</p> <p>Managers and staff value young peoples' views and ideas. These result in action, most recently, the decision to acquire two rabbits. Young people understand advocacy and know how to access an advocate. They know how to complain but have not complained.</p> <p>Young people are in education suited to their needs. The home works proactively with schools to support young people's education. Thoughtful transition planning for young people starting in new educational settings means that young people have the support that they need to settle and thrive. A teacher comments 'staff have been supporting her in the classroom. Support is being withdrawn at her pace and responds to her needs'. For young people not in full time education the home works proactively to secure enriching opportunities; one young person undertakes work experience at a local riding stable.</p> <p>Young people are in good health and receive the specialist health services that they require. A healthy diet and active lifestyle enhances their health and wellbeing.</p> <p>Staff respect young people's culture and identity and support them to explore their heritage. A memory book, made by young people and staff together, records young people's achievements and special memories.</p> <p>Young people learn skills and develop their independence; goals link to rewards of their choice. Young people understand their goals and take pride in the progress that they make. One young person described her goal to eat a wider range of healthy food; she spoke with pride about the foods she has now tried and enjoys.</p> | |

Visits from friends and family are encouraged. Staff work in partnership with parents; parents value the home and the progress their children make. One parent says 'We are very impressed, the staff have been sensitive to her needs and she is very happy and settled there'.

The home is in a rural location; it is spacious, well maintained and homely. Decoration and furnishing is to a high standard; young people choose the décor of their bedrooms. A large garden contains outdoor equipment, a new trampoline and pet rabbits, Champagne and Strawberry. Young people benefit from a high quality environment inside and outside of the home.

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| | Judgement grade |
| How well children and young people are helped and protected | Outstanding |
| <p>Young people develop trusted relationships with staff and share their concerns. Innovative tools, such as a 'my worries' book help young people to think about and communicate their feelings. Purposeful keyworking sessions address young people's concerns and provide advice and support.</p> <p>Staff recruitment checks are to regulation; safe staff recruitment protects young people from unsafe adults. All staff have up to date safeguarding training that includes e-safety and child sexual exploitation (CSE). They demonstrate a working knowledge of their training and respond effectively to safeguarding issues.</p> <p>Proactive links with external agencies provide expert safeguarding information and resources. The Local Safeguarding Children Board provides safeguarding consultation and training which is used to develop best practice in the home.</p> <p>Exceptional online safety training, tailored to each young person's age and understanding, ensures they understand risks and know how to keep safe. Careful evaluation of each training session checks that young people have a solid understanding of each safety message; where this is not the case staff provide further training. Because of the innovative training young people's online behaviour changes and they begin to make safe choices.</p> <p>Alongside e-safety training, highly effective supervision and monitoring of young people's online use ensures that they are safe. Young people are empowered in this process; they contribute to the formation of their individual online and phone use policy. Their engagement in this process helps young people to think about areas of risk and alternative safe choices.</p> <p>Purposeful links with the local police community support officer and police missing</p> | |

person coordinator ensure best practice should young people go missing. The policy for missing young people provides staff with a clear plan of urgent action to protect young people. There have been no incidents of young people missing from the home.

An anti-bullying policy guides staff in identifying and dealing with bullying. Staff take bullying seriously, whether this is within or outside of the home. There have been no issues of bullying in the home. Where bullying has occurs in school staff address this successfully, working in partnership with young people's teachers.

Managers and staff understand risks to young people and put in place robust action plans to keep young people safe. Excellent risk assessments highlight risk and provide clear plans for risk minimisation; staff understand these plans and they guide care.

Comprehensive behaviour management plans effectively guide staff to manage young peoples' behaviour; they have a strong focus upon de-escalation. All staff have accredited de-escalation and physical intervention training. There has been no use of restraint.

All health and safety checks are up to date; regular fire drills ensure that all young people and staff know fire evacuation procedures. Staff take health and safety seriously, as a result the home environment, and young people living there, are safe.

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| | Judgement grade |
| The impact and effectiveness of leaders and managers | Good |
| <p>The home is newly registered. It is led by a Registered Manager with 11 years of management experience. She has completed her Level 4 Diploma in Health and Social Care and is currently completing the Level 5 Diploma in Leadership and Management.</p> <p>Staffing capacity meets the needs of young people living at the home. Permanent staff provide consistent care and enable young people to develop trusted relationships. Staff enjoy their work and the young people that they work with; one member of staff says 'I love working here, it's a homely place, we are here because we care about young people'.</p> <p>All staff receive regular reflective supervision that includes focus on young people and safeguarding. Written records include progress targets for the coming month,</p> | |

resulting in ongoing staff development. Staff value supervision and say 'I find it really useful, I feel listened to and very supported'.

Staff training begins with comprehensive induction and ensures that all staff are trained in de-escalation and physical intervention, first aid, medication and safeguarding. Effective ongoing training equips staff to meet young people's needs.

The Registered Manager vigilantly monitors the functioning of the home. Robust monitoring includes feedback from young people, their family, and professionals. Regular independent monitoring of the home to enhance internal monitoring is yet to commence; the appointment of an independent person is in process.

Thorough, up to date care plans guide young people's care. Care plans comprehensively address young people's needs and provide clear action plans. Staff demonstrate good understanding of care plans, enabling them to provide care that meets young people's needs and supports them to make progress.

Case records reflect young people's lives and background. There is an emphasis on recording progress and achievement. Young people are empowered to access their case records; all receive a young person's version of their care plan and copies of their keywork records.

Proactive work with other agencies ensures that young people receive services that they need. Schools report positive partnership working with the home, a teacher says 'the communication has been very good; I know I can ring them up to discuss any issues and they do the same'. Links with the child and adolescent mental health service (CAMHS) provide specialist support to young people and consultation to staff. A newly appointed art therapist provides individual therapeutic support to young people.

Managers actively monitor the progress of young people. Behaviour mapping throughout the day records patterns and trends; daily monitoring feeds into longer term monitoring. Comprehensive monthly reports track progress and link to goal planning. Attention to detail in the monitoring of young people facilitates targeted care and supports progress.

Careful consideration given to referrals results in child centred decision-making about young people coming to live at the home. A commitment to meaningful transition means that no emergency placements are accepted. Individualised transition planning allows young people to move into the home at their pace; this promotes stability for new and existing young people.

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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