

Children's homes - interim inspection

Inspection date	08/12/2015
Unique reference number	SC040500
Type of inspection	Interim
Provision subtype	Secure Unit
Registered person	Salford City Council
Registered person address	Civic Centre, Chorley Road, Swinton, MANCHESTER, M27 5DA

Responsible individual	Michael Kelly
Registered manager	Michael Lowry
Inspector	Shaun Common

Inspection date	08/12/2015
Previous inspection judgement	Outstanding
Enforcement action since last inspection	None
This inspection	
<p>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</p> <p>This home was judged Outstanding at the full inspection. At this interim inspection Ofsted judge that it has Improved Effectiveness.</p> <p>At the last inspection of the home in May 2015 four recommendations were made. Two recommendations related to the education provision and will be assessed at the next full inspection. The remaining two recommendations have been fully addressed. This demonstrates the home's commitment to improve the quality of care provided to young people. Supervision of staff now contains reflective practice about the care of young people and night care records are robust. The home has an electronic system for night-time checks that is complemented by written records where required.</p> <p>Young people said they feel safe. They continue making excellent progress and have good experiences. Most young people spoke very highly about the positive relationships they have with managers and staff. One young person stated he wouldn't want to be anywhere else. Two young people talked about the home's 'outstanding' judgement given at the last inspection and felt this was accurate and continues to be the case. Some young people on one unit raised concerns over aspects of their day-to-day experiences. It was agreed with the young people that the manager would look into the issues with them. Young people had not previously raised the issues individually with managers or in any of the regular forums. One issue for example, was that communication from staff about earning or not earning points on the home's incentive scheme could be better.</p> <p>Arrangements for admissions to the home and helping young people settle in quickly are well-established. Case workers and staff gather information prior to and on admission to ensure a young person's needs are known, planned for and met. Young people spend time with staff on admission and are helped to understand the routines of the home and what to expect. Plans and risk assessments are known and implemented by staff to ensure young people are well cared for, make progress and are supported to stay safe.</p> <p>Highly effective arrangements are in place to support and prepare young people for transition to other services and moving back to the community. Plans are developed in a timely manner and are robust. These plans include for example,</p>	

learning skills for adult life, where to get help, advice and support and opening a bank account. They also include the use of well prepared and meaningful visits (mobility) into the community; for example attending education provision. Young people gain confidence and are able to visit new placements to start building relationships so they feel more relaxed and at ease with where they are moving on to.

Young people are able to make complaints through the well-established system. There have been two complaints since the last inspection. Both have been dealt with by managers in a timely manner and resolved to the young people's satisfaction. This is supported by records kept that show staff meet with young people to explain and discuss the outcome. Although the process is thorough young people do not receive a written letter about the outcome of their complaint.

There have been some child protection concerns since the last inspection. All have been managed robustly in line with the home's procedures. Matters are referred to the local authority and records kept of all actions taken and the outcome. Processes show that the home helps young people to stay safe.

Incidents requiring the use of physical restraint do occur and any interventions are used in line with regulations. Detailed records are kept. Managers examine all incidents using closed-circuit television (CCTV) to ensure practice is appropriate and any learning identified and taken forward with staff.

Managers have made further improvements to the home's systems and processes since the last inspection. Electronic records that staff make to describe young people's daily life at the home now always ask about whether there have been any safeguarding concerns. This reminds staff to always consider safeguarding matters and to act upon them as soon as possible. When a matter is recorded by staff, the system automatically notifies relevant people so they are aware and can take the required actions to help keep young people safe. All behaviour management records are now in one place and electronic. For example, any single separation incident that escalates beyond specific timescales set out in the home's policy is notified to a manager so there is oversight, scrutiny and governance. Any timeout of education is recorded and notified to managers so this can be monitored closely and behaviour management strategies can be reviewed. Records now automatically generate trends, themes, patterns and outcomes from a range of matters such as physical restraint, the incentive scheme, activities, planning and single separation. This informs managers about the progress that young people are making. It also helps them to support staff in delivering more effective care and helps to keep young people safe.

The home has positive relationships and effective partnerships with relevant professionals, agencies and services. Regular and purposeful communication, partnership working and meetings ensures services such as health, education, police and social care work with managers and staff to deliver effective care to young people.

Information about this children's home

The children's home can accommodate up to 24 young people, who are aged between 10 and 17 years. These are young people who have received a custodial sentence and are placed at this home by the Youth Justice Board. Education is provided on site.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/05/2015	SCH - Full	Outstanding
26/11/2014	CH - Interim	improved effectiveness
30/04/2014	CH - Full	Outstanding
26/11/2013	CH - Interim	Good Progress
16/05/2013	CH - Full	Outstanding
29/01/2013	CH - Interim	Good Progress
11/07/2012	CH - Full	Outstanding

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):

- Children must be able to take up issues or make a complaint with support and without any fear that this will result in any adverse consequences; specifically, managers should provide young people with a written letter setting out the relevant details and the outcome to any complaint made (The Guide to the Quality Standards, page 62, paragraph 4.13)

What the inspection judgements mean

At the interim inspection 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

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 focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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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