

Children's homes inspection - Full

Inspection date	19/11/2015
Unique reference number	SC030713
Type of inspection	Full
Provision subtype	Children's home
Registered person	Wokingham Borough Council
Registered person address	Wokingham District Council, PO Box 154, WOKINGHAM, Berkshire, RG40 1WN

Responsible individual	Priscilla Kurewa
Registered manager	Mr David Green
Inspector	Mr James Harmon

Inspection date	19/11/2015
Previous inspection judgement	sustained effectiveness
Enforcement action since last inspection	
This inspection	
The overall experiences and progress of children and young people living in the home are	Outstanding
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.	
how well children and young people are helped and protected	Outstanding
the impact and effectiveness of leaders and managers	Outstanding

SC030713

Summary of findings

The children's home provision is outstanding because:

- Children and young people thrive when using the services available at the centre.
- Professionals and parents speak highly of the children's centre staff and their impact on children and young people.
- The staff are stable, committed and experienced with a great understanding of the needs of children and young people. They develop positive, trusting relationships with them.
- Children and young people have exceptional engagement with the staff.
- The views of children and young people are a priority of the service. Creative ways are undertaken to ensure they are correctly understood.
- Outstanding support is provided to children and young people to assist in meeting their health and educational needs.
- Management take all complaints seriously, resulting in prompt resolutions.
- Children and young people have well organised routines that consider their every need.
- There are a wide variety of activities for children and young people to participate in which develop their confidence.
- Children and young people continue to be kept extremely safe. They do not go missing nor have there been any incidents that needed to be reported to the local authority.
- The staff effectively manage the children and young people when they display challenging behaviour by referencing their positive handling plans and focusing on prevention.
- The physical environment is maintained to a high standard, health and safety checks are regularly undertaken.
- The leadership and management is outstanding at leading the service and are well liked by the staff, professionals and parents.
- The home is monitored to a high standard internally and externally by the independent visitor.
- The management continues to develop the service to ensure that it can help and support those that currently do not access the service.
- The statement of purpose is up to date and offers insight into the service, its policies, procedures and staff.
- The home is financially sound and has ample resources for children and young people
- Staff undertake training, and also use regular team meetings to consistently develop their practice.
- There were no requirements or recommendations made from the inspection.

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

Full report

Information about this children's home

This section should outline:

- This children's home is a resource centre for children with disabilities and their families and is owned and managed by the local council.
- One of the services offered at the centre is residential short break care for children with a disability. It is this aspect of the centre's activity that is regulated under the Children's Homes Regulations 2001.
- The centre is registered for up to five young people to be accommodated at a time, who have a learning and/or physical disability; many of the children also present challenging behaviour.
- Other services offered include day care, after school care, outreach services and a social work team for low risk cases.

recent inspection history

Inspection date	Inspection type	Inspection judgement
24/03/2015	Interim	sustained effectiveness
30/12/2014	Full	Outstanding
18/02/2014	Interim	Good Progress
11/09/2013	Full	Outstanding

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	outstanding
Children and young people continue to thrive, benefiting from the wide range of services available. The services are tailored specifically to meet their needs and contribute to their emotional and physical development. They make progress towards achievable goals derived from their developmental needs. Parents and professionals speak highly of the staff and the positive impact the service has on children and young people along with their families. A parent said, 'I am very	

happy with how they care for my child, I would recommend them to anyone.'

A highlight of the service is the staff team. They are stable, experienced and have a great understanding of the children and young people. The genuine concern the staff have for them has developed into extremely warm, nurturing relationships. The staff engagement with the children and young people was observed to be well organised. Children and young people presented as happy, listened to and responded well to guidance. Young people thrive in the home as a result of caring relationships with staff, which provide them with a secure base of stability and trust.

Despite not being primarily responsible for the health needs of the children and young people, the staff play an important role. In some instances, because the staff can effectively manage the behaviour of children and young people they are consulted by the education professionals. The staff regularly attend the school to align their practice with school professionals. This provides consistency for children and young people resulting in educational progress. The deputy head of the school said, 'they are a very good resource and have a great relationship with the school. Any concerns or issues the staff work together to resolve, I am so pleased with the relationship.'

Support for the health needs of children and young people is excellent and has significant impact on their well-being. The staff continue to administer their medication in a safe and appropriate manner with an effective system of accountability. Special equipment is available to meet and monitor their complex medical needs. The centre is equipped with epilepsy monitors that alert staff and effectively monitors the exact length time of seizures until the staff arrive.

The staff are highly active and innovative when it comes to obtaining the views of the children and young people. They consistently develop effective ways of being able to listen to them. Child friendly and easy to understand surveys that consider their complex needs are completed with the staff and provide a picture of their experiences. A young person that cannot communicate verbally was able to express their views to the staff, using the stimulation of the sensory room. The responses from the young person was evidenced to contribute towards their review of care.

All complaints of the children and young people are held in high regard. There have been no major complaints against the service by them. The complaints usually pertain to their care and can involve the availability of certain foods or access to a particular item. The complaints are logged and rapidly addressed by management to bring to a quick resolution.

The routines of the children and young people are very well organised and structured. They are provided with care that considers their individualised dietary, medical and behavioural needs. Children and young people benefit from the pre-

planning that allows them to settle quickly, adapt to being away from home and when transitioning to other services.

Children and young people enrich their lives by participating in a diverse range of activities. The newly acquired mini-bus continues to provide the children and young people an opportunity to engage in social activities in the community. They can be safely transported to group activities that develop their self-confidence and peer relations. The children and young people have successfully engaged in trips out to eat, lorry trips and walking around the woodlands, for example.

	Judgement grade
How well children and young people are helped and protected	outstanding
<p>Children and young people are kept extremely safe when spending time at the centre. Their safety and well-being is top priority for the staff. The staff utilise their trusting relationships and knowledge of them to develop proactive opportunity assessments. The assessments are detailed and offer guidance to the staff on keeping the children and young people safe whilst they have the opportunity to engage in everyday activities.</p> <p>The centre adheres to the safeguarding policy and procedures of the local authority in addition to their own. The children and young people do not go missing nor are they at risk of child sexual exploitation. One notifiable incident has occurred since the last inspection. The matter was responded to promptly and consultation with the local authority designated officer took place throughout.</p> <p>The children and young people continue to remain safe. The staff reference their individualised positive handling plans and have adopted the team teach approach to behaviour management. Their focus is to manage the challenging behaviour of children and young people at the early stages rather than having to intervene. All incidents are treated as significant and documented. They range from accidental injuries, appropriate sanctions and a small number of safely administered physical interventions.</p> <p>The physical environment of the centre continues to be maintained and resourced to a high standard to ensure that children and young people safely use the premise. A comprehensive health and safety risk assessment is completed on the centre that includes electrical, gas and fire. All children and young people have guidance located in their files advising the staff how to evacuate them in case of fire that aids in their safeguarding.</p> <p>There have been no new staff recruited to work directly work with the children and</p>	

young people except the social work team. The service continues to practice safe and effective recruitment practices through the local authority.

	Judgement grade
The impact and effectiveness of leaders and managers	outstanding
<p>The exceptional quality of care that children and young people receive is attributed to the diligent leadership and management. The registered manager is a strong leader who is qualified and experienced in leading the service. Parents, professionals and the staff speak strongly about his ability to lead. A member of staff said, 'the manager is approachable and makes the children and young people a priority.'</p> <p>The manager displays great insight into the needs of the children and young people. The manager understood that a percentage of children and young people were not able to access the service and developed the social work team. The team is now operational and assisting low-level children in need cases.</p> <p>The centre's Statement of Purpose reflects the recent changes in regulation, the services available to children and young people, along with all updated policies and procedures. The centre continues to be held fully accountable and compliant under the new regulations.</p> <p>Independent scrutiny of the home is effective in helping to maintain high standards for the children and young people. The manager and staff act promptly to any concerns raised. The independent visitor ensures that records are reviewed and observations of staff interaction with children and young people takes place. This provides a valuable additional monitoring element. In addition, the monitoring by the manager is extensive highlighting strengths and areas of improvement.</p> <p>Staff are very conscientious about their work. Their commitment and expertise ensures that young people experience excellent quality of care. Staff feel that they are very well supported through supervision and team meetings. The organisation invests in its staff by offering high quality training, This means that staff provide children and young people with very high levels of consistency and stability. They receive quality training to meet their complex needs. The training consist of the basic skills to work with children and young people and expert training consisting of behaviour management, and meeting health needs and safe handling of medication.</p> <p>The home is financially sound and provides an excellent service to young people.</p>	

Senior staff members who support the residential workers manage it very effectively on a daily basis. The staff take responsibility for a number of duties to ensure the smooth running of the home.

The provider took immediate steps to address the actions identified at this inspection. The issues identified were minor in nature and did not influence children and young people. A parent made the comment that a handwritten note was illegible and the manager quickly drafted a standard letter that will be used from now on.

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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