

Children's homes - interim inspection

Inspection date	04/01/2016
Unique reference number	SC389823
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Courtyard Care Limited
Registered person address	Caroline House, 146 Audenshaw Road, Audenshaw, Manchester, M34 5HQ

Responsible individual	Colin Gallimore
Registered manager	Jenny Thompson-Kavanagh
Inspector	Janine Shortman-Thomas

Inspection date	04/01/2016
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
<p>This home was judged Good at the full inspection. At this interim inspection Ofsted judge that it has sustained effectiveness.</p> <p>The one requirement raised at the last inspection; to improve the quality of information available within young people's risk assessment has been suitably addressed. The risk assessments now provide the staff with clear guidance of how and when they must intervene during times of increased anxiety for young people. The three recommendations raised at the last inspection have also been adequately addressed. There is now a clear structure in place to identify who will be responsible for the running of the home in the Registered Manager's absence and staff understand this. The home now provides a warm and comfortable environment for all young people. Staff supervision records can now be accessed electronically. In addition to this, the Registered Manager is currently considering the present practice arrangements for storing staff supervision records as current practice permits staff to take a copy of their supervision records home.</p> <p>Young people's experiences and progress differ within this home. Some young people, who have developed good working relationships with the core staff team, have used their time within the home to expand their knowledge, skills, confidence and self-esteem, to prepare them, and support them with, their successful transition into adult services. Staff support and advocate strongly to ensure young people benefit from a suitable education provision. They address any barriers that may affect learning, such as providing additional support to young people within the school environment and providing support and training to education colleagues. This, in addition to supporting and encouraging young people to attend and be involved in any meetings where decisions are made which affects them; not only ensures young people receive a suitable education provision so that their social and economic life chances are promoted; but also helps young people feel valued, involved and able to take control of their lives.</p> <p>Some young people have experienced periods of difficulty and crisis which they have been unable to manage and regulate appropriately. As such some young people have engaged in violent and aggressive behaviour which has resulted in increased police presence within the home. This has been necessary as not all the staff have received relevant training to manage and de-escalate potentially difficult situations effectively. Other young people have been suitably supported by the staff team to manage their emotional responses more appropriately. Some young people are supported by the staff to make sense of their past experiences; learn to</p>	

manage their feelings and emotions; and develop coping strategies to promote their resilience and psychological well-being. As a consequence some young people have experienced a reduction in their self-harming behaviours and are now emotionally ready to address and confront their past experiences, with the assistance and support from the law enforcement agencies.

Young people are supported and prepared well for their transition into the home. Thorough assessment and matching processes ensure young people's needs are fully considered to ensure that their needs can be suitably met on admission. For example, pre-existing links with specialist associates ensures staff are provided with detailed information to devise appropriate and individual care plans for all young people joining the home. Staff support young people sensitively during their transition process, and the manager regularly reviews the progress of the young person's transition plan to ensure that this is undertaken safely and at the young person's pace.

Despite the detailed and thorough transition processes which are embedded within the home, the admission of one young person has significantly impacted on another young person since the last inspection. The admission resulted in an increase in the number of missing from home and anti-social behaviour incidents for some young people, despite the best efforts of the manager and staff in developing positive relationships with all the young people to address and reduce these behaviours. Despite working alongside their partner agencies such as the police; child and adolescent mental health teams; social workers and, specialist teams designed to support young people at risk of child sexual exploitation, some young people continued to engage in these risk taking behaviours. As a consequence of this continuing engagement two young people's placements have ended prematurely to safeguard them and other young people within the home.

There have been no sanctions, physical interventions, complaints, safeguarding concerns or allegations against staff since the last inspection. In addition the provider's robust recruitment and employment arrangements help ensure that staff who are recruited to work with young people are safe and suitable. While a range of health and safety checks are routinely carried out to ensure young people and staff live in a physically safe environment, an oversight in staff conducting fire evacuations had been identified. Whilst this was scheduled to take place in July 2015, no documentary evidence of this being undertaken could be provided within the inspection.

The leadership and management arrangements remain robust. The dedicated and committed staff team, remain consistent in their ways of working with young people. The staff are appropriately supported by the leaders and manager to deliver a good standard of care to all young people, as they receive detailed and regular supervision. Furthermore regular team meetings, which are routinely attended and supported by clinicians, allows staff time to reflect on their care practice to continue to develop this further. Strong quality assurance and monitoring systems are utilized effectively by the manager which ensures that she

has a clear understanding of the strengths and areas of continued development for the home.

Information about this children's home

- This privately run children's home is registered to provide care and accommodation for up to five young people with mental health disorders, excluding learning disability.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/06/2015	CH - Full	Good
10/03/2015	CH - Interim	Sustained effectiveness
17/12/2014	CH - Full	Adequate
27/02/2014	CH - Interim	Good Progress

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):

- The registered person must ensure that the home complies with the relevant health and safety legislation. This is in particular reference to ensuring that the Fire evacuations for young people and the staff are carried out as required. (The Guide to the Quality Standards, page 15, paragraph 3.9)
- The registered person must ensure that the home has enough suitably trained staff on duty to meet the assessed needs of all children in the home. This is in particular reference to ensuring that all the staff receive appropriate training, such as Team Teach, to support and manage young people behaviour appropriately during times of crisis. (The Guide to the Quality Standards, page 51, paragraph 10.1)
- The registered person must be familiar with information sharing requirements relating to the children the care for. They should have access to the information sharing policy and procedures specified by the Local Safeguarding Children's Board (LCSB) for the area where the home is located. This is in particular regard to ensuring the safe transportation and storage of staff supervision documents which the staff are currently permitted to take home. (The Guide to the Quality Standards, page 62, paragraph 14.7)

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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