

Children's homes - interim inspection

Inspection date	06/01/2016
Unique reference number	SC028174
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Direct Care Limited
Registered person address	Rutland House, 90-92 Baxter Avenue, SOUTHEND-ON-SEA, SS2 6HZ

Responsible individual	Rebecca Ouellani
Registered manager	Carly Playle
Inspector	Joanne Vyas

Inspection date	06/01/2016
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection	
<p>This home was judged Good at the full inspection. At this interim inspection Ofsted judge that it has sustained effectiveness.</p>	
<p>Young people make good progress generally, especially regarding their education. Those who have previously struggled with education now attend enthusiastically. Those who have struggled with illegal substances, going missing or managing their anger generally make significant progress towards stopping these behaviours. When their behaviour deteriorates, staff have a good understanding of the reasons for this and work closely with the young person, their family and other professionals to re-establish the safety and well-being of the young person.</p> <p>Young people enjoy a range of activities such as the cinema, trips to local seaside resorts, walks and local clubs like gymnastics. One young person has done so well in gymnastics that she has successfully competed and is now starting to coach younger children. This has helped to build her confidence and self-esteem.</p> <p>The views and wishes of young people are important to staff. They provide informal and formal opportunities for young people to give their views and make choices and decisions. A young person said: 'I get listened to and can make my own choices.' Young people have people they can talk to if they are upset, and know how to make a complaint. Complaints are resolved quickly and young people say they are happy with the outcome.</p> <p>Practice to promote the safety of young people is good. Staff are competent in their knowledge of the home's safeguarding procedures and implement these well. Young people say that staff keep them safe. Staff work closely with external professionals to provide young people with the help and support they need. This includes working with youth offending teams, drug workers, sexual exploitation counsellors, the police and social workers.</p> <p>Young people do go missing from this home. Staff talk to young people about their reasons for going missing and the danger they put themselves in. They follow good procedures when they go missing, and young people return safely. A young person who is currently struggling due to the Christmas period said: 'They help me, to try and stop me running away but I don't listen to them all.' Staff work closely with</p>	

each other and all professionals involved with each young person to plan for the best way forward to keep them safe.

Staff have a positive approach to young people and use effective strategies when they are angry or frustrated. They work closely as a team and use consistent firm boundaries to support young people. Staff rarely use physical intervention but know how to do this safely. Staff prefer to talk to young people about what is causing them to be upset. They have positive relationships with young people, which helps to promote positive behaviour.

The newly registered manager is currently completing the Level 5 Diploma in Leadership and Management for Residential Childcare. She says this will be completed by April this year. She provides strong, supportive leadership and works closely with external professionals. She has a good understanding of the home's strengths and weaknesses and has good plans to address any shortfalls. The registered manager is considering the recommendation made at the previous inspection to increase communal space for young people.

Changes to the staff team since the last inspection have been well managed and staff have quickly settled into their new roles. Staff say they are a strong team who communicate well. Staff are mostly qualified or completing the Level 3 Diploma for Residential Childcare. They are highly motivated and care very much about the young people. Practice is child-centred, which enables young people to grow and thrive. Staff feel very well supported by the manager and senior managers within the organisation. Although the home continues to operate well, changes within the staff team and the high number of incidents when young people go missing mean that improvement has been limited.

Information about this children's home

This home is a privately run home, which is part of an organisation. The home offers care and accommodation for four children and young people aged between 10 and 18 years who have emotional or behavioural difficulties. The home particularly specialises in young people who are at risk of sexual exploitation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/08/2015	Full	Good
24/03/2015	Interim	Sustained Effectiveness
14/10/2014	Full	Good
21/02/2014	Interim	Inadequate Progress

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*.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *raising concerns and making complaints about Ofsted*, which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2016