

## Children's homes - interim inspection

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| <b>Inspection date</b>           | <b>11/01/2016</b>   |
| <b>Unique reference number</b>   | <b>SC428599</b>   |
| <b>Type of inspection</b>        | <b>Interim</b>  |
| <b>Provision subtype</b>         | <b>Children's home</b>  |
| <b>Registered person</b>         | <b>Courtyard Care Limited</b>   |
| <b>Registered person address</b> | <b>Caroline House, 146<br/>Audenshaw Road, Audenshaw,<br/>Manchester, M34 5HQ</b> |

|                               |                               |
|-------------------------------|-------------------------------|
| <b>Responsible individual</b> | <b>Colin Gallimore</b>        |
| <b>Registered manager</b>     | <b>Elaine Evans</b>           |
| <b>Inspector</b>              | <b>Janine Shortman-Thomas</b> |

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|---|-------------------|
| <b>Inspection date</b>  | <b>11/01/2016</b> |
| <b>Previous inspection judgement</b>  | <b>Good</b>       |
| <b>Enforcement action since last inspection</b>   | <b>None</b>       |
| <b>This inspection</b>  |                   |
| <p><b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b></p> <p>This home was judged <b>Good</b> at the full inspection. At this interim inspection Ofsted judge that it has <b>sustained effectiveness</b>.</p> <p>The five recommendations raised at the previous inspection have all been adequately addressed. As a consequence all staff, including the Registered Manager now receive regular, good quality supervision and support to ensure they continue to provide a good level of individualised care to each young person. Processes are now in place for young people to receive independent return home interviews and these are completed in the majority of cases; this ensures information can be gathered to inform future care practice and promote young people's future welfare. The fabric and décor of the home has improved as there is a plan of re-decoration underway; this ensures that the home continues to provide a calm, nurturing and comfortable environment for all young people to grow and flourish. In addition, staff now have further guidance within young people's individual risk management plans; detailing how they will support young people at times of emotional crisis. They are systematically implementing this. Furthermore staff now complete body maps after every incident to identify if any injuries are sustained, and if so what medical action is taken. However, during this inspection two shortfalls have been identified within these records. These relate to supporting young people to discuss and reflect on their emotions and behaviour following any significant event such as self-harm or incidents of missing from home, and the manager's oversight and evaluation of the effectiveness of any measures that are taken to safeguard a young person following these events.</p> <p>Young people continue to benefit from a safe, stable and comfortable home environment where they are supported to maintain strong and nurturing relationships with the dedicated and supportive staff team. Young people acknowledge their positive relationships with the manager and staff, and confirm that these relationships and support have assisted and supported them to fulfil their aspirations, especially in regards to returning to education and resuming links with significant family members. Young people speak positively about how staff, following appropriate consultation with the social worker, has supported them to re-establish links with their family. One young person said: 'Staff now take me to</p> |                   |

see my family, they drop me off and I can stay on my own. I have not been able to do this for years.' A parent said: 'Staff help us with contact, they come with her, and stay with us if they need to. We now have a better relationship with each other and she tells me things which I can help her with.'

Overall young people's attendance in education has continued to improve. Young people are at different points in their education pathways and staff actively promote them with attendance and achieving in their identified placement. Staff value education and promote this for all. Staff use their relationships, and knowledge of the services within the area to ensure varied education and training opportunities are identified. Staff support young people to engage in these different opportunities, which enhances young people's knowledge, experiences and skills.

Detailed and thorough transition planning ensures young people are supported and prepared well for their transition into and out of the home. Robust assessments, which are undertaken jointly by the manager and specialist mental health practitioners, ensure young people's needs are fully considered at the point of admission. For example, pre-existing links with commissioned services ensures that staff are provided with detailed information about each young person before they join the home. Good information sharing within individual case reviews, which are systematically held prior to any admission into the home, ensures staff have the necessary skills and knowledge to provide a suitable standard of care and support to all young people.

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. This care practice ensures young people receive the correct level of care and support during significant periods in their lives.

Staff understand their safeguarding roles and responsibilities and respond to any such events appropriately. When young people do go missing from home, staff implement the risk assessments which are in place. They make satisfactory attempts to locate young people and inform the police, with whom they have developed effective working relationships, for their timely assistance. Staff keep local authorities and parents regularly updated and welcome young people home when they do return.

Despite positive relationships, good care practice and the best efforts of staff, some young people continue to engage in behaviour that place themselves and others at risk of harm. During the inspection, staff were observed to respond calmly using humour, encouragement and positive praise; a means of distraction and diffusion when young people displayed aggressive and inappropriate behaviour towards staff. In situations where young people are unable to achieve these positive responses and they are unable to safely manage their emotional

responses, staff who are appropriately trained implement low level physical interventions, such as caring C's, as a last resort.

Young people continue to be supported and encouraged to behave in a manner that is acceptable and safe for them and others. Staff consistently implement the behaviour management plans that are in place. They reward positive behaviour and address unacceptable behaviour using sanctions and consequences that have been identified by the young people themselves. However on two occasions, the sanction records reviewed for one young person during the inspection indicate that contact with their family members and friends has been restricted as a consequence for their behaviour. This is contrary to the current regulations.

Young people's physical safety is maintained effectively as staff continue to ensure that a range of health and safety checks are regularly undertaken. This promotes young people and staff's safety and ensures that they continue to live in a physically safe environment. There have been no reports of bullying or complaints raised regarding the home since the last inspection. One safeguarding matter raised to the senior management team has been promptly and adequately investigated by the senior operations manager.

Young people continue to be cared for by a conscientious and supportive staff team. They are appropriately supported by the leaders and manager to deliver a good standard of care to all young people; they receive detailed and regular supervision. In addition regular staff handovers and team meetings, which are routinely attended and supported by clinicians, allows staff time to reflect on their care practice which enables them to continue to develop their practice further. This alongside the adequate quality assurance and monitoring systems which are effectively utilized by the manager ensures that she has a clear understanding of the strengths and areas of focus for the continued development for the home.

The management and leadership arrangements remain strong. The dedicated and enthusiastic staff team remain consistent in their ways of working with young people. Parents and young people acknowledge the committed and caring support that is offered, and the progress that they continue to make is attributed to this. One young person said: 'I do not go missing now. I went once to meet up (name), but I do not do it now so I now get more independence time.' A parent went on to add: 'The staff tell me what they can, and they are absolutely amazing. She has her ups and downs with staff but she gets on well with them as they know her well. They do a lot of work with (name) and she has come a long way.'

## Information about this children's home

- This service provides residential accommodation for up to five young people with a mental health disorder and learning disability. The home is owned by a private company who enlist the support of a child and adolescent mental health team who support them with their care practice.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement    |
|-----------------|-----------------|-------------------------|
| 04/08/2015      | CH - Full       | Good                    |
| 07/01/2015      | CH - Interim    | Sustained effectiveness |
| 29/05/2014      | CH - Full       | Good                    |
| 21/10/2013      | CH - Interim    | Good Progress           |

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

### Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*. The registered person(s) must comply with the given timescales.

| Requirement  | Due date   |
|--|------------|
| <p>The registered person should ensure that no measure of control or discipline which is contrary to paragraph (2) may be used in relation to any child. The following measures may not be used to discipline any child-</p> <p>(c ) any restrictions, other than one imposed by the court or in accordance with regulation 22 (contact and access to communication), on –</p> <p>(i) a child's contact with parents, relatives or friends; or</p> <p>(ii) visits to the child by the child's parents, relatives or friends.<br/>(Regulation 19 (1)(2)(c)((i)(ii))</p> | 29/01/2016 |

### Recommendations

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

- The registered manager, should continually and actively assess the risks to each child and the arrangements in place to protect them. With particular reference to reviewing, evaluating and recording the effectiveness of any measures that are taken to safeguard a young person following any incident of self-harm or missing from home. (The Guide to the Quality Standards, page 42, paragraph 9.5)
- Children must feel safe and be safe. Staff should support children to be aware of and manage their own safety both inside and outside the home to the extent that any good parent would. Staff should help children to understand how to protect themselves, feel protected and be protected from significant harm. This is in particular reference to supporting young people to discuss and reflect on their emotions and behaviour following any significant event such as self-harm or incidents of missing from home, to allow them to identify other suitable and safe alternatives for the future. (The Guide to the Quality Standards, page 43, paragraph 9.9)



## **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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