

Children's homes inspection - Full

Inspection date	10/02/2016
Unique reference number	1027164
Type of inspection	Full
Provision subtype	Children's Home
Registered person	Care 4 Children Residential Services Limited
Registered person address	Affinity House, Station View, Hazel Grove, Stockport, SK7 5ER

Responsible individual	Marcella Bird
Registered manager	Rochelle Hey
Inspector	Elaine Allison and Michelle Edge

Inspection date	10/02/2016
Previous inspection judgement	N/A
Enforcement action since last inspection	None
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

1027164

Summary of findings

The children's home provision is outstanding because:

- Young people make excellent progress in developing emotional resilience from their starting points. They do very well in their education. The young people present as articulate and confident with aspirations for their futures.
- They receive an excellent quality of care and feel cherished in this home. Young people's safety and well-being significantly improve as a result of the outstanding care they receive. Based on their starting points young people are making exceptional progress in a number of key areas. Young people with complex needs are achieving excellent outcomes in reducing risk, education, health and in their relationships with adults and peers.
- Relationships between young people and staff are outstandingly strong, with positive comments from social workers, parents and the young people themselves. Adults listen to young people unfailingly, from key-working and home meetings.
- Care planning is highly detailed and individually programmed to meet the bespoke needs of young people, promoting young people's development and increasing their life skills.
- Young people benefit from a highly skilled staff team that work very well together and show consistent practice. Staff continually develop their skills and challenge themselves to improve the outcomes of the young people.
- The home is staffed and managed to an exceptionally high level; the staff continually strive for outstanding outcomes for young people and take pride in the young people's achievements no matter how small.
- The registered manager is highly thought of by the staff. She has a strong awareness of the needs and development of the young people and how the staff are supporting this.
- The home is exceptionally well-maintained and attractive. It provides an environment of high quality which clearly conveys to young people that they are valued and deserve the best

Full report

Information about this children's home

The home is privately owned and provides care and accommodation for five young people with emotional and behavioural difficulties.

Inspection Judgements

	Judgement grade
<p>The overall experiences and progress of children and young people living in the home are</p>	<p>outstanding</p>
<p>This is the first inspection since the home was registered with Ofsted in August 2015.</p> <p>Young people’s progress and experiences in this home are directed by an exceptional leader, and dedicated staff team. Their practice is informed and assured through consultation and support from specialists, including their own Clinical Psychologist. Research into practice is used to inform staff and support them in their work with young people.</p> <p>Young people make substantial development in a wide range of aspects of their behaviors and ability to form positive relationships. Staff conscientiously support young people’s maturity and progress through detailed care planning. Young people’s plans are highly individualized with significant detail. Young people living in the home present with Harmful Sexual Behaviors. Staff all work to the ethos of ‘look beyond the behavior’ to see the young people as individuals not defined by previous behaviors. There are excellent interventions within the home to help the young people. These include the AIM2 assessment and the Good Lives Intervention Model which all staff are fully trained in and carry out under clinical supervision.</p> <p>Young people do not go missing from the home. However, each young person has an identified plan to be used should the need arise. The plan is regularly reviewed and is in line with local police and protection professionals’ protocols.</p> <p>Staff continually reinforce to young people the importance and value of education. One young person said ‘they really care about how well we do in school they always ask how the day went’. Young people have excellent school attendance and are supported and encouraged with homework. Managers and staff have created a culture where education is valued and excellent attendance has been maintained. Two of the young people have 100% attendance and another young person is being sensitively supported to work towards fulltime education. A parent commented ‘before coming here he has not been in school since last May and they are doing an incredible job encouraging him, he is now in most days’.</p> <p>Excellent attention is given to ensuring that education and care staff work together</p>	

in the best interest of the young people. Information is shared daily as appropriate and care staff are available throughout the day should they be required to provide additional support at school.

Young people’s inclusion in community life is outstanding. Young people enjoy an excellent range of well-considered activities and experiences. Activities follow the interests of the young people as well as developing their self-confidence in line with care planning. All activities are planned in advance and support young people to gain physical skills and improve their social skills out in the community. The staff team share their skills, talents and interests with young people, recently one young person has joined a running club and is planning to train with a staff member for a Triathlon, and another’s enjoy fishing, golf and non-contact boxing. The holistic therapeutic approach is applied to all aspects of young people’s care including possible risks during activities. Young people’s attendance at a boxing class is exceptionally well managed; to minimise risk the young people take part in non-contact boxing. This ensures that they and others are kept safe.

Contact arrangements are complex and staff work flexibly to support and facilitate these arrangements. Social workers and parents acknowledge this commitment. A parent commented ‘it has been hard but the staff have helped me to manage the contact time and they have supported my son during this.’ All young people have appropriate arrangements in place ensuring they maintain links with people who are important to them. Through these arrangements, they sustain and nurture those attachments which are crucial to their overall wellbeing.

Admissions to the home are well organised and a high level of consideration is given to the appropriate mix of young people. Risk assessments and pre placement meetings show that admission decisions are carefully considered. This includes both the current young person and the new young person. This demonstrates that compatibility and individual needs are considered of high importance.

	Judgement grade
How well children and young people are helped and protected	outstanding
Young people feel very safe in the home, and are increasingly safe in the community. Young people commented ‘I am very safe and happy here’; ‘of course I’m safe I live here with staff that really like us.’ Staff promote positive	

relationships, and use their extensive knowledge and understanding of safe practice to intervene effectively when young people encounter unsafe situations.

Staff provide exceptional care. They work tirelessly to provide a safe and accepting environment that supports and empowers young people and enables them to make excellent progress. Social workers and other professionals involved with the home, say staff promote and achieve positive outcomes with complex and vulnerable young people. Young people enjoy living in the home, one young person commented on staff by saying 'when they are laughing we are laughing this is a happy home.'

Young people's placement plans provide a comprehensive picture of their personal needs and the support they require. Staff put young people's plans into practice effectively to ensure that they meet young people's specific needs on a day-to-day basis. Care planning and staff's practice recognise young people as individuals with different needs, backgrounds, interests and views. Young people, their families and placing authorities are always up to date with any progress and setbacks demonstrated in placement because staff foster open and transparent relationships with them. A parent commented 'I get the same weekly update reports as the social worker gets, this keeps me informed of what's happening in my son's life.' Professionals say that they value the effective partnership working between them, because it ensures young people progress in their placement.

Young people's risk assessments are comprehensive and show staff how to support safety rather than simply removing danger. The home works in partnership with the therapy team, to ensure that young people's breadth of vulnerability and need is identified and assessed. The plans focus on ensuring safety and promoting positive action, rather than creating barriers to keep young people safe. This ensures staff operate a proportionate and enabling approach to risk that enables young people to be better prepared for independent futures. A social worker commented 'the therapeutic approach is excellent and they are already having a huge impact on this young man's present and future behaviours.'

Research and working in close partnership with other agencies supports the progress of children in this home. The manager makes sure that the staff team are aware of information and updates provided by organisations concerned with the welfare of young people. Amongst a number of support agencies a clinical psychologist has oversight of placement plans and risk assessments. The psychologist attends staff meetings to share where young people are in the therapeutic programme and to reflect on practice.

The combined impact of care, education and therapeutic support has improved the

wellbeing and attainment of the young people

Appropriate information about the complaints procedure is available to young people who understand how to make a complaint if they wish to do so. This includes young people being provided with stamped addressed envelopes to place their complaints in; these can be sent independently and responded to whilst maintaining confidentiality for young people. Young people rarely complain and there have been no complaints since opening. Young people have the skills to sort out minor issues through discussion or by raising matters during regular house meetings.

Medication, where used, is safely stored and carefully administered. Detailed records of medication are routinely checked for accuracy. This ensures that any errors are quickly identified and promptly resolved.

Managers maintain robust recruitment and selection procedures that help prevent unsuitable people from having access to young people. Managers carefully induct and support new staff into their role to ensure they acquire the skills necessary to care safely for young people.

	Judgement grade
The impact and effectiveness of leaders and managers	outstanding
The organisation and management of the home is outstanding. The registered manager has been in post since the home opened in August 2015 and holds the	

appropriate qualification.

The manager leads by example, her ability and focus on the needs of children are infectious. Support to the staff team, which includes regular quality supervision, reflective practice, and coaching demonstrates a clear understanding of the difficulties and stresses involved in dealing with children with complex needs. Staff commented, 'very approachable manager she is excellent, so supportive and really good with the young people', 'we can also talk to the psychologist and we don't feel judged it's okay to say I'm not sure about this or I'm worried.'

Staff are unanimous in their appreciation of the support and guidance provided by the managers. Leaders carefully analyse staff performance, daily records, incident reports, care plans and keyworker sessions alongside talking to young people, their families and the professional supporting them. Key workers prepare weekly reports to inform regular multi-professional meetings about how plans for young people are progressing.

Internal and external monitoring of the home takes place regularly and is of an exceptionally high standard. This process takes account of the views of young people, placing authorities and families. The monitoring system provides a robust review of the home's practice relating to the quality of young people's care. This feeds into the development plan and demonstrates the manager's commitment to continue and sustain improvements in the home's function.

Staff morale is high. An experienced and effective management team ensures staff are well motivated and maintain their enthusiasm. A parent commented 'the manager and staff have worked very hard and I can see a future for my son now.'

Staff supervision and appraisal takes place regularly and staff say they feel well supported. There is strong emphasis on professional development and as a result staff present as a highly skilled team, who are exceptionally competent to meet the diverse needs of the young people.

Staff practice is supported by comprehensive guidance, policies and procedures. The Statement of Purpose has recently been updated to reflect changes in regulations. The ethos and culture, that young people should not be defined by their behaviours, established in the home clearly evidences that it acts in accordance with its Statement of Purpose.

The home has appropriate systems in place to notify Ofsted and other relevant bodies of significant events that occur within the home or with young people. This

ensures that those with an interest in young people's welfare are kept appropriately informed. Records kept in the home are clear, accurate and up to date.

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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