

Children's homes - interim inspection

Inspection date	18/02/2016
Unique reference number	SC408714
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Able Health Care Limited
Registered person address	45 Wolsey Road, NORTHWOOD, Middlesex, HA6 2ER

Responsible individual	Aruna Kukadia
Registered manager	Thomas Thurlow
Inspector	Joanna Heller

Inspection date	18/02/2016
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 last full inspection. At this interim inspection Ofsted judge that it has Improved effectiveness.</p> <p>At the last inspection one requirement and three recommendations were set. The manager has addressed all of these requirements and recommendations. They now build on safeguarding eLearning through regular supervision and team meetings which further enhances staff awareness of their pivotal role.</p> <p>Since the last inspection staff vetting procedures have improved. The manager now ensures that all suitability checks including establishment of work history are fully scrutinised prior to employment. This effectively prevents unsuitable people gaining employment within the home.</p> <p>The home is suitably maintained, clean and spacious. Recent changes to décor and furniture have enhanced the accommodation. Photographs of young people, plants, goldfish and inspirational signs, such as; 'do what you love' and the house rules; 'tidy up after yourself and try new things', give a homely atmosphere.</p> <p>Staff provide a highly individualised and child focused service and most young people are progressing well in all aspects of their lives. Their learning and development is well promoted. The vast majority were highly resistant to engaging in education but now maintain regular attendance and are progressing well from their starting points. A teacher described one young persons 'massive improvement' in their assessed social, emotional, and mental health, with a 32% increase in their well-being demonstrated within in one term.</p> <p>Placing authorities hold the service in very high esteem and value the superior support provided. One said: 'The home has been fabulous and I couldn't have asked for more from the placement. They've done amazing stuff with him. He says he loves the staff here, which for him is a major attachment. They make him feel safe and he wants to be there, he says you're not going to move me.' They reflected this was a key aspect in the total cessation of particular risks, such as, going missing.</p> <p>Strong relationships with mutual trust and understanding are built and there is a</p>	

calm relaxed atmosphere within the home. Young people say that staff are 'well good' and they have enjoyed the opportunity to make new friendships.

The secure base model used now effectively permeates through the home. Placing authorities describe an absolute commitment to, and exceptional strong bonds developed with, young people. One said: 'He says he loves them, and he genuinely feels this. There is genuine compassion and care for him. They go way beyond and have chosen to turn down placements to keep him safe. They prioritise his well-being and safety over business needs. He now has a sense of belonging.'

There is good partnership working with families and effective arrangements to promote and maintain contact. One parent described the staff as 'brilliant, friendly, helpful and nice'. They say they are '100% happy' with the support their child receives. Gradual and well planned transition has enabled one young person to return to their family with on-going outreach from staff which the young person really values. A young person said: 'I feel I made lots of improvement, my behaviour got better and I'm back in school. I never worried when I was there and I always felt safe.'

A particular strength of the service which young people describe as 'amazing', are the wide range of opportunities for young people to enjoy new experiences. For example, roller skating, trampolining, fishing, cinema, and tobogganing. One young person was delighted to spend time with their favourite staff on a short break holiday to the destination of their choice to Cornwall. The young person is planning their first trip abroad next year. Regular theme nights and the music and media studio provide stimulation and creative outlets which promote emotional wellbeing as well as development of new skills.

There have been are no complaints about, or significant incidents within the home. Some young people are making great progress in their self-regulation which is building their confidence and self-esteem. They value the consistency and clarity of boundaries and emotional availability of staff. One young person said: 'I love it here. Staff are really nice. They sort out any problems. No seriously, I really like it.' Physical intervention is only used by suitably trained staff when clear thresholds of harm are met. Suitable management overview ensures all actions taken are appropriate and proportionate. There is a focus on understanding causes and triggers for behaviour.

Whilst there are effective internal monitoring arrangements enabling the manager to have a clear understanding of the strengths and areas for growth. Copies of the reports of the independent visitor are not always sent to Ofsted. This inhibits Ofsted as the regulator, having an up to date view of the quality of the operation of the service. This, however, does not impact on young people or undermine the high quality care that they receive.

The home is held in high esteem by parents, young people and partner

professionals alike. One parent said the home is 'really really brilliant' and a social worker said: 'I couldn't ask for more for him it's a dream of the placement and staff genuinely care.' One young person when advised of the improved effectiveness rating said: 'They deserve it, they really work their socks off. It's brilliant'.

Information about this children's home

The home is privately owned. It is registered to look after a maximum of six young people with emotional and behavioural difficulties. There are education facilities within the grounds of the home.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/12/2015	Full	Good
18/02/2015	Interim	Sustained effectiveness
08/05/2014	Full	Good
18/07/2013	Full	Adequate

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
Ensure that the independent person provides a copy of the independent person's report to Ofsted. (Regulation 44 (7)(a))	28/03/2016

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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