

Children's homes - interim inspection

Inspection date	15/03/2016
Unique reference number	SC062309
Type of inspection	Interim
Provision subtype	Children's home
Registered Person	Courtyard Care Limited
Registered Person address	Caroline House 146 Audenshaw Road Manchester M34 5HQ

Responsible Individual	Colin Gallimore
Registered manager	Gemma Heath
Inspector	Janine Shortman-Thomas

Inspection date	15/03/2016
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>The one requirement and two of the three good practice recommendations have been suitably addressed. Medication systems for children and young people receiving short term breaks have improved. Medication is now checked and signed into and out of the building. The two good practice recommendations regarding to the notification of significant incidents, and improving the systems for following and recording children and young people’s health regimes have also been suitably addressed. While the provider has identified a system to ensure that professionally qualified staff employed by the home are clinically supervised by an appropriately qualified and experienced professional, this practice has yet to commence within the home. Furthermore, new staff to the home are not identified and included within the home’s Statement of Purpose, nor do they systematically receive regular supervision as identified within this document.</p> <p>Children and young people continue to receive good quality care and support from a consistent and committed staff team. Staff receive carefully planned training opportunities to ensure that they can meet each young person’s individual and complex health needs well. Staff demonstrate a good understanding of each child’s and young person’s individual strengths and vulnerabilities, and routinely implement children and young person’s specific care plans and risk assessments. As such, most children and young people are enabled to make good progress in their health, social and emotional well-being.</p> <p>Staff are receptive to children and young people’s changing needs; they undertake careful interactions and observations; obtain and respond to feedback from parents and other professionals, and are aware of children and young people’s non-verbal clues, such as their body language. As such, staff and other health care agencies can respond effectively; supporting children and young people’s health needs swiftly and appropriately.</p> <p>Children and young people’s social and community experiences are enhanced as staff expose them to new and exciting opportunities. For example, children and young people have travelled on different modes of public transport and have</p>	

enjoyed going to the circus and orchestra recently. One social worker confirmed that their young person enjoyed these experiences immensely.

Staff have sustained the embedded, cohesive working relationships with parents and other agencies such as: social workers; schools; specialist nurses and provisions within hospital settings, alongside other health care professionals such as physiotherapists and speech and language therapists. These positive working relationships ensure that children and young people continue to benefit from continuity of care and receive comprehensive and consistent health and social care packages, in the children's home, the family's home and at school. This individual child focused care practice and multi-agency support ensures that most children and young people make progress with their health, social and emotional development as outlined in their individual aims and objectives. These achievements are proudly shared and celebrated by family members and professionals alike.

Comprehensive transition planning with parents and a range of agencies, such as clinicians and social workers, ensures that children and young people's individual needs are considered and addressed throughout their transition into the home. Children and families are supported well with their move by the manager and staff. Transitions are undertaken at their pace so families and children feel comfortable and at ease. Detailed and thorough assessments are reviewed regularly throughout the transition process by the manager and the multi-disciplinary team. This practice ensures that families are supported well and sensitively during these times and children and young people's individual needs are clearly understood at the point of their admission. As a consequence, staff are fully aware of, and able to meet the care needs of all children and young people at the point of admission, and family members are reassured about the care and support that is provided to their children. One parent said: 'I did not want (name) to come here, I want them at home with me. We came to visit before which was good as we got to see what it was all about. This was good for (name) because then they knew where they were going and I am now happier about them being here.'

Children and young people benefit from living in a clean, safe, and comfortable home. There is adequate communal space in the lounge and dining area for them to spend time together as well as space where they can have quiet time. Children and young people are encouraged and supported by the staff to personalise their own rooms to reflect their individual taste and preferences during their stay. Children and young people's bedrooms are bright and colourful; art work, pictures and creations that young people have completed are proudly displayed.

The leadership and management arrangements remain effective. The Registered Manager responds to significant events appropriately and swiftly. She ensures that any incidents are investigated fully, recorded clearly and ensures that all the relevant agencies such as: social workers, parents, the Local Authority Designated

Officer and Ofsted are informed quickly. Staff are dedicated and committed to providing a high standard of care to all children and young people. Staff speak fondly of them and understand their needs and vulnerabilities well. Staff are positive about the support they receive from their managers and colleagues. They confirm that they are given good and relevant training opportunities which they confirm supports them to do their job well. The manager has high expectations for all children and young people and expects staff to consistently deliver a good standard of care. She and her staff team are clear about children and young people's aims and objectives and has realistic plans in place to achieve these.

Information about this children's home

- The home is managed by a private organisation. It is registered to provide care and accommodation for up to six children and young people with physical and learning disabilities and complex health needs. The home enlist the support of a clinical nurse three days a week in their development and implementation for care planning.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/12/2015	CH - Full	Good
18/03/2015	CH - Interim	Sustained effectiveness
24/09/2014	CH - Full	Outstanding
27/01/2014	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
The registered person must keep the Statement of Purpose under review and, where appropriate revise it: and notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(a)(b))	29/04/2016

Recommendations

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

- The registered person is responsible for ensuring that good employment practice is maintained. They must ensure that supervision of newly appointed staff is undertaken regularly, and in line with the commitment identified within the homes Statement of Purpose, to ensure that any potential risks are minimised and that children are safeguarded. (The Guide to the Quality Standards, page 61, paragraph 13.1)
- The registered person must ensure that staff receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. Professionally qualified staff employed by the home, should be provided with relevant professional or clinical supervision by an appropriately qualified and experienced professional. (The Guide to the Quality Standards, page 61, paragraph 13.2)

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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