

Children's homes inspection - Full

Inspection date	24/11/2015
Unique reference number	SC481369
Type of inspection	Full
Provision subtype	Children's home
Registered person	Reamcare Limited
Registered person address	361 Ewell Road, SURBITON, Surrey, KT6 7BZ

Responsible individual	Rayman Jeetoo
Registered manager	Kelly Monniot
Inspector	Juanita Mayers

Inspection date	24/11/2015
Previous inspection judgement	N/A
Enforcement action since last inspection	N/A
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Good

SC481369

Summary of findings

The children's home provision is good because:

- Young people make good progress in all areas of their development appropriate to their abilities.
- Care plans are individualised and reflect young people's wishes and feelings.
- The home is warm and welcoming with young people's presence evident throughout.
- Young people engage in activities in the local and wider community.
- Young people interact well with a staff team who know them well, are committed and provide nurturing care.
- Young people are supported to exercise choice on their care.
- Good working partnerships exist between parents, relevant professionals and staff.
- A well-resourced environment ensures young people receive safe care.
- The management team is effective, they lead by example and work together creatively to deliver high standards of care for the young people.
- The majority of staff have yet to either start or complete the required qualification.
- Monitoring of the service does not fully reflect the opinions of young people.
- External monitoring of the service is good, however it does not effectively review the safety of young people or the promotion of their well-being.

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 independent person must produce a report about a visit (“the independent person’s report”) which sets out, in particular, the independent person’s opinion as to whether-</p> <p>(a) children are effectively safeguarded; and</p> <p>(b) the conduct of the home promotes children’s well-being. (Regulation 44 (4) (a) (b))</p>	11/01/2016
<p>In order to complete a quality of care review the registered person must establish and maintain a system for monitoring , reviewing and evaluating-</p> <p>(b) the feedback and opinions of children about the children’s home, its facilities and the quality of care they receive in it; and</p> <p>(c) any actions that the registered person considers necessary in order to improve or maintain the quality of care provided for children. (Regulation 45 (2) (a) (b))</p>	11/01/2016
<p>13. The leadership and management standard:</p> <p>13. In order to meet the leadership and management standard with particular reference to the qualifications of the staff team the registered person must ensure that staff:</p> <p>(2)</p> <p>(c) have the experience, qualifications and skills to meet the needs of each child.</p>	11/01/2016

Full report

Information about this children's home

The home provides care and accommodation for up to five young people who have a learning and/or physical disability. The service is run by a private organisation and provides a short breaks service in addition to long term of care.

Inspection Judgements

	Judgement grade
<p>The overall experiences and progress of children and young people living in the home are</p>	<p>Good</p>
<p>This is the first inspection of the home since its registration. The home provides care for young people who have high levels of learning and physical disabilities.</p> <p>Care plans are individualised and detailed using the young person's voice. Staff work positively with parents and other relevant professionals. They use information gathered from these sources to inform plans. Staff use a variety of communication methods to support young people to have a voice and express their wishes and feeling on the care they receive. Recent support for a young person enabled him to visually put forward his views at a care review and to attend part of the meeting. An independent reviewing officer commented, 'I was impressed at the work the staff had done with the young person, to enable him to attend and contribute to the meeting. It is clear that young people come first in this home.'</p> <p>Staff have high aspirations for the young people, they use creative 'communication passports' and achievement folders to reflect wishes, feeling and aspirations and to reward positive behaviour. The parents of a young person expressed a wish for their son to learn to ride a bike. Staff created an 'outcomes arrows chart' setting out the ten steps needed to achieve this goal. Another young person achieved his goals through travelling to London to attend a theatre performance for autistic young people.</p>	

Young people lead keywork sessions at their individual pace. Staff use these times to listen, reward and promote positive behaviour. This has led to staff holding keywork sessions in a number of community venues, including libraries and bowling halls at young people's request. This has helped to improve relationships and evidence that staff listen and communicate effectively. These enjoyable activities help and support young people to improve their understanding of appropriate behaviours in the community.

Staff actively promote the health and well-being of young people. There is routine monitoring of health needs and staff are committed to improving outcomes for young people. Close partnership relationships with parents and relevant professionals enhances care planning and health management. This is particularly important for young people who have severe learning disabilities and may not be able to communicate their needs. Staff work proactively, putting in place personal care timetables to progress life chances for young people. For example the development of a toileting routine, support to choose clothes and to dress themselves. A parent commented, 'X is so relaxed and settled in the home, he has made progress in areas that we never expected him to, we feel this is due to the staff who understand him and take the time and patience to teach him new things. They are brilliant.'

Settled young people interact with the staff team in a natural way. They have individualised routines, which they understand and participate in. Staff offer consistency of care and maintain positive boundaries. A social worker commented, 'X's challenging behaviour has reduced significantly, this is due to the consistent boundaries he has and accepts. In my opinion this is the best care provider he has had to date.'

Young people in this home are not currently accessing formal education; their level of disabilities has proved an obstacle in accessing the right provision. The manager is working with social care and education professionals to resolve this matter. Staff work with young people setting goals and objective for the acquisition of practical skills. For example planning and making of meals and the development of basic self-care skills.

	Judgement grade
How well children and young people are helped and protected	Good
The home is good at keeping young people safe in a nurturing, stable and safe environment. All young people are on a minimum of one to one staffing and for	

some this rises to two to one when out in the community. High staffing levels mean the care team are able to focus and support young people to develop positive and trusting relationships.

Staff manage complex emotional and health needs well and demonstrate a commitment to overcoming difficult and challenging behaviours. Boundaries are set in a clear and consistent way. This enables young people to feel safe, develop some understanding on the impact of their behaviour for others and contributes to their well-being.

Individual behaviour management and care plans set out procedures and strategies to manage and promote positive behaviour. Staff work closely with parents and professionals to gain insight into emotional needs. They develop communication passport strategies to understand potential triggers for behaviour, pre-empting challenges before they happen. This means that staff intervene early avoiding young people becoming distressed and anxious.

Physical interventions are rare, staff use praise and diversion techniques as alternative methods. Staff record all incidents and the reasons for the intervention. These are analysed by the manager for any underlying causes. She reviews and amends strategies when necessary to meet the evolving needs of young people. Rewards are in place to encourage positive behaviour and deter difficulties. Young people often have little insight into the reasons for their behaviour staff use role modelling and visual displays to encourage understanding and change.

Activities are comprehensively risks assessed. A high staff ratio and good levels of supervision when out in the community ensure that young people do not go missing and there is good management of potential risks to young people and for members of the community. Young people interact positively with the staff; they are encouraged to express their wants, wishes and feelings through a variety of communication methods in the home. They use picture exchange communication, maketon and emoticon cushions placed throughout the home to express need. This means young people are gradually learning to manage any frustrations, anxieties and at times unpredictable behaviour. Parents and professionals say how encouraged they are on the reduction in challenging behaviours of the young people.

Policies and procedures are in place to identify risks of child sexual exploitation, radicalisation and bullying among other risks. Training focuses on the safety and care of young people with disabilities. The completion of mandatory safeguarding training as part of the induction process ensures staff understand and follow robust safeguarding procedures.

Good safer recruitment practices means that only appropriate staff who are deemed to be safe, provide care to the young people.

Young people live in a safe environment, which is subject to regular health and safety checks. Premises risk assessment, fire safety and individual evacuation plans are in place, current and well planned. Servicing of equipment and regular hazard checks are in required timescales.

	Judgement grade
The impact and effectiveness of leaders and managers	Good
<p>The Registered Manager is in the process of completing the level 5 leadership and management diploma. She is experienced in working with young people with disabilities and has been in post since the service opened.</p> <p>The leadership and management of the home is effective. The Registered Manager is committed to developing a culture of improved outcomes and good quality care for the young people. She has a clear vision and realistic ambitions for the development of the home embedded in the developing business and workforce plans. These include more robust training for staff, improved engagement with the wider community and more involvement of young people in the service.</p> <p>Young people are making progress from their starting points at a pace which meets their individual needs. Much of this is due to the manager's understanding of the differing needs of the young people, the creation of realistic care plans and the setting of achievable goals and targets. The staff and managers are committed to improving positive outcomes, creating permanence and driving achievements. The positive progress of young people and the impact on their behaviour and well-being since moving to the home is evident. Parents and social workers comment positively on the changes and progress of young people, the enthusiasm and commitment of the staff and the consistency of care for young people.</p> <p>Good management communication enhances the care young people receive. Effective and regular supervision ensures the focus of staff is on providing good quality care to the young people and gives them time to reflect on their own professional development. A staff member said, 'The manager allows me to express myself, receive feedback and focus on the goals for my young person.'</p> <p>The Registered Manager provides regular staff supervision. Development and training for staff is individualised with clear learning and objectives. The majority of the staff team have yet to undertake the level 3 qualification or its equivalent. This can affect their understanding of young people behaviours and the challenges faced in supporting them.</p> <p>The Registered Manager has robust systems in place for monitoring the quality of</p>	

care provided to young people. She uses feedback from parents, social workers and commissioners to inform the homes practices. The extent that young people's views inform care practice and the development of the home is not evidenced.

Independent monthly monitoring of the home is robust; however, it does not record the independent person's views on the effectiveness of young people's safety or the promotion of their well-being.

Policies and procedures are in place to reflect new legislation. Training for staff is in place and they have a good understanding on the implications for the care provided to young people.

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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