

Children's homes - interim inspection

Inspection date	14/03/2016
Unique reference number	SC033152
Type of inspection	Interim
Provision subtype	Children's home
Registered person	North Lincolnshire Council
Registered person address	North Lincolnshire Council, Pittwood House, Ashby Road, SCUNTHORPE, South Humberside, DN16 1AB

Responsible individual	Darren Chaplin
Registered manager	Lesley McKenzie
Inspector	Ann-Marie Born

Inspection date	14/03/2016
Previous inspection judgement	Outstanding
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 outstanding at the full inspection. At this interim inspection Ofsted judge that it has sustained effectiveness.</p>	
<p>The manager and staff have demonstrated their capacity to improve. All of the recommendations raised at the last inspection have been met. The introduction of a new process to ensure information captured on body maps has been introduced. This ensures that parents and professionals are kept fully informed, providing further safeguards for children and young people.</p> <p>The manager ensures that any decisions made at multi-agency meetings are fully implemented to benefit children and young people. In addition, improved case records identify which member of staff has made the entry and when. This ensures that planning steps are followed up appropriately. However, not all of the records are shared with the full staff team in line with the home's procedures. In addition, there are some delays in distributing records when waiting to obtain parents' signatures on new documents.</p> <p>The one requirement raised at the last inspection, that the independent person should state their opinion as to whether children and young people are effectively safeguarded and their well-being promoted, is not yet met. However, this is not due until the 31 March 2016 and the manager is working with the independent visitor to address the issue. This requirement therefore remains in place.</p> <p>Since the last inspection, the manager has added the 'notable achievements list' to the staff's daily shift planner. This is a way of immediately recording when children and young people have made steps in their progress. This not only allows them to receive instant reward and gratification for their achievements, but to alert all staff so that they can continue to build on the progress. Some of the achievements include a young person receiving a certificate for 'cutting up his food without any help' and another, 'for good behaviour throughout his visit, using good manners and sharing.' Children and young people continue to thrive as a result of the excellent care they receive.</p> <p>There have not been any new admissions nor has anyone ceased to use the service since the last inspection. Careful matching processes allow them to share</p>	

their short breaks with peers who become friends. This effectively builds a sense of belonging and enables children and young people to build social and life skills. A staff member said, 'Just opportunities to be with their friends, because we try to put groups together to get involved in activities and have fun together.'

Children and young people enjoy their short breaks in a warm, homely building, which is fully equipped to meet their needs. All of the communal spaces flow in to one another allowing them to move from one room to another with ease. Colourful photographs of children and young people engaged in inclusive activities not only remind them of fun times, but also promote their element of choice. They can, and do, use these photographs as a way of requesting a particular pastime.

Children and young people are growing in self-confidence while they develop social and life skills. A staff member said, 'The idea is that when a child comes on the visit we do photos throughout so they can see what they did every day. Some of them come in and go right up to it (the photograph board) to have a look at themselves.' The productive use of photographs allows all children and young people, including those with limited communication skills, to have a pictorial view of their time in the home and their achievements. This information is also shared with professionals and parents to promote consistent care and to represent children and young people's wishes and feelings. The manager said, 'We take the photos to the reviews, so that if the child can't go or has trouble speaking it is taking their voice to the review.'

The home is awaiting the delivery of a new 'nest swing' and 'rickety bridge' for the garden. Both of these additions were requested by the children and young people. This demonstrates their confidence in making their wishes and feelings known, sure in the knowledge they will be heard. A staff member said, 'The kids just love coming and that's a nice feeling when you know you have done a good job.'

Children and young people are effectively protected by the consistent adherence to robust safeguarding procedures. These are enhanced by detailed individual risk assessments, including procedures for preventing missing episodes. These documents carefully identify any particular vulnerabilities or triggers and how these are to be managed. These, coupled with high staffing levels, mean that there have not been any missing episodes since the last inspection. When speaking about one young person, the manager said, 'This is a huge part of his life and probably one of the best things in his life. He's been safeguarded here.'

The staff team's in-depth knowledge of children and young people's needs and behaviours, and the close, trusting relationships they have with each other, mean that there are very few negative behaviours. Consequently, although sanctions are available to those who would understand the impact of receiving one, none have been necessary. The manager said, 'Coming here he gets the nurturing that he doesn't get at home. It puts him in a safe place knowing that he is safe and that

he is accepted.'

There have been three physical interventions, involving the same young person, since the last inspection. One incident arose as a result of an assault on her mother in the home. They were all well managed and recorded, including time for a detailed debrief with all concerned. This attention to detail provided the young person, her mother, and staff, with the opportunity to reflect upon the incident and learn more appropriate ways of managing frustration. Children and young people are safeguarded by these measures.

The complaints system is known to parents and other interested parties. In addition, children and young people can use their 'Points of View' booklets to raise any concerns. This ensures that their voices are heard. There have not been any complaints.

Children and young people's day-to-day behaviour management and care plans provide a comprehensive picture of their needs, individual vulnerabilities and the progress they are making. These are complemented by the excellent 'I Can' sheets, which chart their progress and identify further developmental targets. The manager said, 'Now she stays for two nights every four weeks and she absolutely loves it. She already tries to change her own nappy and is very eager to move to the next level. She is very keen to get on to using the toilet. We are working with the occupational therapist and the school to ensure that we are all working together with this.'

Children and young people's growth in self-esteem and confidence enables them to be more self-aware and want to improve their communication skills or take pride in their appearance. For example, one young person requested that his cleft palate be repaired so that he could make himself better understood. The manager said, 'He wouldn't have had the opportunity and confidence to ask for the operation if he wasn't coming here. We encourage him all the time to express his opinions. He's very relaxed here and being in this environment makes it safe for him to ask for things.'

Information about this children's home

This children's home is run by the local authority and provides short-breaks for children and young people with learning and physical disabilities. The home can accommodate up to six children and young people at any one time, including an emergency placement. At the time of inspection, 21 children and young people were using the service. There were no children and young people present or seen during this inspection.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/01/2016	Full	Outstanding
27/03/2015	Interim	Sustained effectiveness
20/01/2015	Full	Good
18/03/2014	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 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- children are effectively safeguarded, and the conduct of the home promotes children's well-being. (Regulation 44 (4)(a)(b))	31/03/2016

Recommendations

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

- Staff should be familiar with the home's policies on record keeping and understand the importance of careful, objective and clear recording. (The Guide to the Quality Standards, page 62, paragraph 14.4)

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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