

## Children's homes – Interim inspection

<b>Inspection date</b>	<b>04/05/2016</b>
<b>Unique reference number</b>	<b>SC486879</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered person</b>	<b>PJL Healthcare Limited</b>
<b>Registered person address</b>	<b>White House, Withyham, Hartfield, East Sussex TN7 4BT</b>

<b>Responsible individual</b>	<b>Paul Sellars</b>
<b>Registered manager</b>	<b>Amy Robinson</b>
<b>Inspector</b>	<b>Lucy Chapman</b>

<b>Inspection date</b>	<b>04/05/2016</b>
<b>Previous inspection judgement</b>	<b>N/A</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<p><b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.</b></p> <p>The home was judged <b>good</b> at the full inspection. At this interim inspection, Ofsted judges that it has <b>improved effectiveness</b>.</p>	
<p>An experienced and effective registered manager leads this home. She is committed to achieving high standards of care and positive outcomes for young people.</p> <p>Successful implementation of the requirement made at the previous inspection means that an independent person visits the home monthly, improving quality assurance.</p> <p>Young people receive good care and develop positive relationships with the staff who care for them. A member of staff said, 'The relationship young people have with staff is lovely. Because it's like a family environment, staff become like aunts and uncles to young people, it's really homely.'</p> <p>Newly introduced systemic training for all staff means that they have a good awareness of interactional patterns, enhancing their ability to respond positively to the dynamics between young people in the home. Ongoing consultation with a qualified systemic therapist supports staff in the care and behaviour management planning for young people.</p> <p>Young people attend educational provision that meets their needs. Committed staff work in partnership with young people's schools to support their educational attendance and progress.</p> <p>Young people receive the health services that they require. The introduction of an in-house art therapist improves the emotional support available to young people in the home. A health professional said, 'Staff are very proactive in promoting healthy outcomes for young people and follow up specific health queries about diet, health conditions, emotional well-being and positive mental health. Young people receive a high standard of individualised care in a nurturing and supportive environment.' Young people are in good health. Their health improves through the care that they receive.</p> <p>Young people take part in activities that they enjoy. Staff work hard to support young people to develop their interests and participation. Young people benefit from horse riding, gardening, roller disco and a multitude of local daytrips. They participate in their local community via charity work and through undertaking voluntary work.</p>	

Staff place emphasis on listening to young people's views. Young people's ideas influence day-to-day care. The home provides committed response to the issues young people raise. For example, one young person requested individual lounge space. In response, an area of the large dining room has undergone conversion into a separate lounge area, offering young people a quiet space in addition to the main communal lounge. Another young person requested a trampoline in the garden, this has been provided; delivering improved outdoor facilities for young people.

Young people have access to advocates and feel confident to use the complaints procedure. When they complain, their complaints are taken seriously and addressed effectively. Young people learn how to ask questions and express their views. The registered manager has developed this with the introduction of young people's involvement in staff recruitment interviews. Young people learn to communicate with confidence, and important current and future life skill. Thoughtful behaviour management plans guide staff in de-escalating young people's challenging behaviour. Young people understand their behaviour management plans and feel safely contained by staff who understand and meet their needs. Sanctions are appropriate. They have an emphasis on restorative justice and learning. Restraint is always within regulation. Thorough management oversight and reflective discussion with the young person accompanies all restraints.

Safeguarding in this home is excellent. Risk assessments provide effective personalised plans that guide staff to keep young people safe. Alongside this, young people learn how to keep themselves safe and take appropriate responsibility in line with their age and understanding.

Exceptional practice in the education of young people about their online safety continues to be progressed in the home. A range of age appropriate resources alongside dedicated staff support means that young people have an excellent understanding of online dangers and know how to keep themselves safe. An ongoing dialogue between staff and young people results in online safety concerns being openly discussed, and any required action being taken immediately.

Staff have up-to-date safeguarding training and demonstrate thorough understanding of safeguarding issues. All safeguarding concerns are appropriately reported without delay. The home's safeguarding policy does not guide the reporting of female genital mutilation, in line with new professional reporting responsibilities. A recommendation addresses this issue.

The home is maintained and furnished to a high standard, providing a well-equipped and homely environment. A high standard of health and safety ensures a safe environment for everyone.

## Information about this children's home

The children's home is privately owned. It is registered to provide care for up to five children with learning difficulties.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/10/2015	Full	Good

## **What does the children's home need to do to improve?**

### **Recommendations**

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

- Ensure that the home's policies and procedures around the protection of children reflect any requirements of other legislation, in particular the mandatory reporting of female genital mutilation ('Guide to the children's homes regulations including the quality standards', page 44, paragraph 9.22).

## **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'.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *raising concerns and making complaints about Ofsted*, which is available from Ofsted's website: [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted). If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk).

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit [www.nationalarchives.gov.uk/doc/open-government-licence](http://www.nationalarchives.gov.uk/doc/open-government-licence), write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: [psi@nationalarchives.gsi.gov.uk](mailto:psi@nationalarchives.gsi.gov.uk).

This publication is available at [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted).

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate  
Store Street  
Manchester  
M1 2WD

T: 0300 123 1231  
Textphone: 0161 618 8524  
E: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)  
W: [www.gov.uk/government/organisations/ofsted](http://www.gov.uk/government/organisations/ofsted)

© Crown copyright 2016