

Children's homes inspection – Full

Inspection date	26 April 2016
Unique reference number	1183799
Type of inspection	Full
Provision subtype	Children's home
Registered manager	Balwinder Randhawa
Inspector	James Harmon

Inspection date	26 April 2016
Previous inspection judgement	New registration
Enforcement action since last inspection	None
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

1183799

Summary of findings

The children's home provision is good because:

- Management has successfully relocated and re-registered the home without any negative impact on the young person.
- The young person is making reasonable progress, emotionally and behaviourally.
- Staff have established a nurturing relationship with the young person. They provide him with appropriate guidance and boundaries.
- Placement plans for the young person have been regularly reviewed.
- Improved methods of gathering the young person's views have been incorporated into staff practice.
- The staff successfully meet the complex emotional and medical needs of the young person.
- The young person is supported to attend school regularly. The staff have very good communication with professionals from education.
- Negative behaviours of the young person are managed well by the staff, resulting in a very low number of physical interventions.
- There have been no safeguarding incidents that needed to be notified to the local authority or Ofsted.
- All safeguarding policies are up to date.
- The staff have a clear understanding of the risk associated with the young person, leading to him being safe.
- Consistent and experienced management is in place at the home.
- Management ensures that the young person is a priority.
- The service is operating in line with its statement of purpose. There is a clear development plan in place.
- The staff are a stable and committed team. The staff come from diverse backgrounds; they are very experienced.
- The requirements and recommendations made as a result of this inspection have not affected the care of the young person.

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

Statutory requirements

This section sets out the actions that must be taken so that the registered person(s) meets the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and 'Guide to the Children's Homes Regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
<p>The quality and purpose of care standard</p> <p>6. With particular reference to the home's exterior being decorated to reflect an age-appropriate environment for all children and young people.</p> <p>(2) In particular, the standard in paragraph (1) requires the registered person to—</p> <ul style="list-style-type: none"> (c) ensure that the premises used for the purposes of the home are designed and furnished so as to— <ul style="list-style-type: none"> (i) meet the needs of each child, (ii) enable each child to participate in the daily life of the home. 	26 July 2016
<p>The registered person must ensure that the independent visitor produces a report about a visit which sets out, in particular, the independent person's opinion as to whether—</p> <ul style="list-style-type: none"> (a) children are effectively safeguarding; and (b) the conduct of the home promotes children's well-being. <p>This relates to the quality of the monthly independent review reports (Regulation 44(4)(a)(b)).</p>	26 July 2016
<p>The independent visitor must provide a copy of the independent person's report to HMCI.</p> <p>This pertains to ensuring that reports are submitted to Ofsted (Regulation 44(7)(a)).</p>	26 July 2016

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

- Ensure that all children's case records are kept up to date.

This pertains to obtaining minutes from local after reviews ('Guide to the Children's Homes Regulations including the quality standards', page 62, paragraph 14.3).

- Ensure that the Statement of Purpose is kept under review ('Guide to the Children's Homes Regulations including the quality standards', page 14, paragraph 3.5).

Full report

Information about this children's home

The home was re-registered in November 2016, due to relocating and changing the occupancy from six to four. The home is privately owned and able to accommodate four young people with learning disabilities up to the age of 18 years old.

Recent inspection history

This is the first inspection under a new registration.

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>The lone young person living in the home is well looked after by the staff, and he is making good progress. He is developing emotionally and behaviourally, resulting in a positive experience of residing in the home. The process involved in the re-registration of the home has had no impact on the young person or the care he receives.</p> <p>There is no plan for the young person to continue residing on his own in the children's home. The current arrangement is temporary, and referrals for admittance are being considered on the basis of compatibility. This will ensure that care for the young person remains consistent.</p> <p>The staff were observed to have a nurturing relationship with the young person. They were attentive and patient during their interaction with him. He listens to them when they provide guidance, and understands that certain behaviours are not appropriate. The staff are appropriate role models for the young person, in a supportive family environment.</p> <p>The placement plan for the young person has been regularly reviewed, reflecting his views and the contributions of the staff to his care. There have been numerous changes to the social workers for the young person that have caused delays to documentation being provided. The staff will need to improve upon their efforts to</p>	

challenge the local authority when minutes from reviews are not available in a timely manner. This will ensure that all documentation for the young person is correct and accurate.

The staff have improved how effectively they obtain the views of the young person. This is sometimes a difficult task, and is based on his behaviours. The staff patiently sit with him, using appropriate tools that enable them to ascertain his likes and dislikes about living in the home. The young person is also able to identify his favourite staff.

The staff consistently meet the complex health and emotional needs of the young person. He presents as healthy, and attends all medical appointments in accordance with his health plan. The staff pay special attention to any medication that is prescribed for the young person. They ensure that it is administered and documented accordingly, while monitoring its effectiveness.

The young person regularly attends education. The staff support the young person by having daily communication with the school and attending meetings, promoting consistency in his care.

Activities play an important role in the development of the young person. These activities consist of board games, football in the park with the staff, shopping and cooking. The activities help the young person to develop confidence while interacting in an open, friendly manner in the community.

The young person is able to enjoy contact with significant others, as outlined by the placing authority, with the assistance of the staff. He is able to maintain relationships that contribute towards his identity and self-awareness, due to staff supervising all contact arrangements.

Records maintained within the home allow the achievements and accomplishments of the young person to be celebrated. A display board is being developed to ensure that the accomplishments of all young people who come to reside in the home are visible for all to see.

The interior decoration of the home is poorly personalised. It needs to be vastly improved to ensure that its atmosphere is comfortable and welcoming. The home needs to be reflective of the young person residing there. He would benefit greatly from having his bedroom personalised to contain items that are suitable for a child of his age, along with a brighter feel to the home throughout.

	Judgement grade
How well children and young people are helped and protected	Good
<p>The safeguarding policies of the home are up to date and available for the staff to refer to, in the event that any child protection issues arises. The staff ensure that the young person continues to be extremely safe while living in the home. No safeguarding incidents that involve the young person have occurred that have needed to be reported to the local authority. He does not go missing, nor is he at significant risk of child sexual exploitation or radicalisation.</p> <p>The staff fully understand and effectively manage the complex behaviours of the young person on a daily basis. The positive relationships formed with the young person allow him to learn the importance of appropriate guidance and boundaries.</p> <p>Identifying and assessing the individual risks to the young person has been essential in keeping him safe and free from harm. Detailed risk assessments are in place which provide insight into how to protect him, based on his historical concerns or behaviours.</p> <p>There have been only two physical interventions involving the young person since the home officially opened. These were undertaken as a last resort, with the intention to protect the young person from harm. Any formal intervention is documented, offering the staff insight into his behaviour while monitoring staff practice.</p> <p>Links have been established with the local police. There has been no need to contact them in the three and half months that the home has been operating. Records show that the staff routinely communicate with the placing social worker to ensure that she is aware of the daily behaviours of the young person. This effective communication with professionals assists in keeping the young person safe in the event of any concern.</p> <p>The home adds to the safety and security of the young person. The location risk assessment is new and current. Health and safety checks have been completed, along with fire safety and other household checks.</p>	

	Judgement grade
The impact and effectiveness of leaders and managers	Good
<p>The registered manager, who is also the responsible individual, was not available during the inspection due to being on annual leave. She is a qualified social worker and has been in post for several years. The deputy manager has been in post for a considerable length of time. He was present during the inspection and was able to offer information about the progress of the young person, the staff and the functioning of the home since registration.</p> <p>It is apparent from discussions with the deputy manager that the needs of the young person are a priority. The staff have assisted him to make significant progress in his behaviour while residing in the home. Management is willing to challenge on his behalf any long-term plans put forth by the placing authority that may not be in his best interests.</p> <p>There is a diverse, consistent and stable staff team in place which is committed to the young person. They attend team meetings while receiving consistent supervision. Their training is up to date and ongoing. The majority of the staff have the qualifications needed to work within a children’s home, while others are working toward completing their level 3 qualification. The staff are very experienced in caring for children and young people with complex needs, as observed in their interactions with the young person during inspection.</p> <p>A development plan is in place for the home. A working document is constantly changing due to the short length of time that the home has been registered as a new service. Management has set reasonable aspirations that can be achieved, on the basis of the home operating at single capacity, as currently, while considering new referrals.</p> <p>There is an independent visitor in place to provide the management team with an external view of the how the home is operating and meeting the needs of the young person. Unfortunately, Ofsted did not receive the first few monthly reports when the home opened. When reviewed on inspection, the reports lacked substance and did not offer an evaluation of the home’s functionality for the young person. Management would benefit from a more robust evaluation of the service.</p> <p>The service continues to provide and conduct itself in line with its statement of purpose. Services and care available for the young person are detailed, and outline</p>	

the expectations for the young person and the service. The statement of purpose does need to be reviewed and updated in line with its recent registration.

The issues from this first inspection did not have an adverse effect on the young person. Complying with the requirements and recommendations made will improve the service for both the young person and those who use the service in the future.

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 'Guide to the Children's Homes Regulations including the quality standards'.

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