

Children's homes inspection – Full

Inspection date	16/08/2016
Unique reference number	SC490136
Type of inspection	Full
Provision subtype	Children's home
Registered provider	EnhanceAble
Registered provider address	13 Geneva Road, Kingston upon Thames, Surrey KT1 2TW

Responsible individual	Julie Hagarty
Registered manager	Justine Flood
Inspector	Jacqueline Graves

Inspection date	16/08/2016
Previous inspection judgement	N/A
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

SC490136

Summary of findings

The children's home provision is good because:

- Families value this service. They trust the staff to look after their children. A parent said that the home provides 'a great experience' for their child.
- Children look forward to seeing the staff. They enjoy warm, affectionate relationships with staff who know their needs well.
- Staff keep the children safe in the home and on outings. Staff manage risk well.
- The service benefits from strong leadership and management.
- Staff promote children's right of equal access to a wide range of activities. A parent said: 'It's all about giving the children a good time.'
- Effective communication between staff and families helps ensure that staff can update plans and meet children's changing healthcare, medical and behavioural needs.
- This service is child centred. Staff and management show commitment to providing high standards of care. They give children a positive experience during their short break.
- Children contribute to their own short breaks. All children give their views on their experience. One said: 'I'm on holiday!' They make choices about everyday matters.
- Children's improved skills and confidence positively affect their family life. For example, some are more willing to go on family outings and use public facilities when out.

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 must comply within the given timescales.

Requirement	Due date
<p>Include in the statement of purpose: details of how a person, body or organisation involved in the care or protection of a child can access the home's child protection policies or the behaviour management policy.</p> <p>Details of the home's approach to behavioural support, including information about—</p> <p>(b) how persons working in the home are trained in restraint and how their competence is assessed</p> <p>details of the experience of staff—</p> <p>making reference to the appropriate regulations and quality standards and providing contact details for the Children's Commissioner. (Regulation 16 Schedule 1(7)(17)(19))</p>	30/09/2016
<p>If a person has previously worked in a position involving work with children or vulnerable adults, verification so far as reasonably practicable of the reason why the employment or position ended. (Regulation 32, Schedule 2(4))</p>	30/09/2016
<p>Keep a record in the form of a register showing in respect of each child—</p> <p>(a) the date of the child's admission to the children's home;</p> <p>(b) the date on which the child ceased to be accommodated in the home;</p> <p>(d) the child's address on leaving the home;</p> <p>(f) the statutory provision (if any) under which the child is accommodated. (Regulation 37, Schedule 4(1)(a)(b)(d)(f))</p>	30/09/2016

Recommendations

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

- Ensure that the design of the home includes any adaptation to meet the needs of children who have disabilities, with specific reference to reviewing how disposable gloves are stored and the length of call-bell cords in bathrooms. (The Guide to the Quality Standards', page 17, paragraph 3.24)

Full report

Information about this children's home

EnhanceAble, a registered charity and not-for-profit organisation, is commissioned by Achieving for Children (on behalf of Richmond and Kingston Council) to provide a short-break service for up to two children at a time in this home. It provides a service for children who have learning disabilities, emotional or behavioural difficulties, sensory impairment and/or physical disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/16	Full	Requires improvement

Inspection judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
<p>Staff carefully plan each short break. As this is a small home, children's stays may be infrequent. Therefore, staff contact families before each stay to make sure that they are up to date about children's healthcare, behavioural and medication needs. They seek advice about proposed activities that the child may enjoy. In conjunction with families and schools, staff set targets for each child, for example, to try new foods. When children meet their targets, this improves their self-confidence as well as their overall experience of the home.</p> <p>Staff also carefully match children to ensure a suitable mix of children with similar needs or interests. This helps children to enjoy a positive short break and possibly to make friends.</p> <p>Children make progress. For example, some have better bedtime routines as a result of using a countdown to settle into bed. Some participate in a wider range of activities and watch less television. Others are better able to manage transitions from one environment to another. Improvements in toileting habits benefit a few children and their families.</p> <p>Families benefit when staff share information at the end of each child's stay. One said: 'Good communication – I get reports, staff get in touch.' Staff share things that appear to have helped children's general well-being, for example, activities that have resulted in improved sleeping or eating patterns. Parents can then take up suggestions that may improve their (and their child's) home life.</p> <p>Families say that their children really look forward to their stays. One parent said: 'He enjoys it and is always smiling.' Another said that their child, 'is always elated about and looks forward to attending' and that, 'it's an extension of home'.</p> <p>Children benefit from the home's own resources. There is an interesting garden which is adapted to the needs of children who have disabilities. They do activities with staff such as crafts, baking and enjoying books together.</p> <p>Children experience a broad range of activities in the local community and further afield. For example, this summer they have visited the local cinema, trampoline park, restaurants and a sensory playroom as well as Hayling Island, where they could enjoy the sand and sea.</p> <p>Because children so enjoy their stays in the home, their families can relax during</p>	

their own short breaks. Families emphasise how much they value the staff. All the families contacted as part of the inspection would like their child to be able to stay more often. Some would like the option of being able to purchase additional nights for their child.

Children are encouraged to be as independent as possible. A social worker said that something the home does particularly well for children is 'encouraging them to make decisions, distracting them in positive activities and taking them out to manage money.' A parent said that as a result of their child's short breaks: '[Name of child's] cooking and shopping skills have got better. Also, they are more tolerant of others.'

	Judgement grade
How well children and young people are helped and protected	Good
<p>Staff manage medication very well. As a result, no medication errors have occurred in this period. Staff carefully log medication in, and store and administer it appropriately. They involve children in the administration of their own medication, for example with children helping staff to push a syringe. This helps children feel in control. Staff are creative in helping children to relax and have some fun while taking their medication, which for some can be a lengthy experience. This includes getting them to sing action songs.</p> <p>There is effective use of praise, encouragement and rewards to help children positively manage their behaviour and make progress. There is little use of restraint, with only six uses since the previous full inspection. Children experience continuity as staff base their behaviour plans on how teachers and families manage their behaviour. A guardian said: 'Behaviour management is in accordance with school and home, which helps him.'</p> <p>Staff recognise children's vulnerability to abuse. There is a strong safeguarding culture in the home. They minimise the risk of children going missing through careful planning, risk assessment and high staffing ratios. Although no children have gone missing from the home or while on trips out, staff have a procedure to follow in this eventuality. Staff carry useful profiles of each child when out of the home to share with emergency services if required.</p> <p>There are few incidents. When these do occur, staff share information with families and professionals as well as Ofsted, so informing everyone of children's welfare. A social worker said that they would like incidents reported to them more quickly.</p> <p>The premises remain in reasonable condition. Ongoing maintenance sees to repairs</p>	

of any damage. There have not been any changes to the decoration, which still includes lots of stickers and may be over-busy for some: planned redecoration is due after the busy holiday period. Children like their bedrooms. Some bring toys and photos to make their rooms personal to them. An accessible sensory garden provides an attractive outdoor place in which children may play.

Regular checks of fire equipment and systems help to protect the building from the risk of fire. Each child has a personal emergency evacuation plan so staff know how to respond to keep them safe in the event of a fire. Along with regular fire drills involving children, these measures promote children's safety.

New staff are subject to thorough checks before they start to work in the home. This includes checks with the Disclosure and Barring Service to obtain and verify references. However, reference requests do not specifically ask the referee whether they have any concerns about the applicant's working with children, which would be an additional safeguard.

In the bathrooms, staff loop call-bell cords are too high, so children may not access these, and disposable Latex gloves are stored on a shelf. While this has not presented any risk so far, an assessment of the safety of these arrangements would be beneficial.

	Judgement grade
The impact and effectiveness of leaders and managers	Good
<p>The registered manager is very 'hands on'. She has worked hard to meet all the four requirements and three recommendations made at the home's first inspection. As a result, risk assessment, staff training and obtaining parental consent have all improved. Children's files and staff recruitment records have also improved.</p> <p>The independent visitor's reports now include a judgement on children's safety and well-being. Their reports are comprehensive and useful in helping the service to develop. The registered manager now conducts her own reviews of the service based on her regular monitoring of what happens in the home.</p> <p>The registered manager has many years' suitable experience and has been in post since the service re-registered in 2015. She has a suitable level 4 qualification and is working towards level 5, which she hopes to achieve by December 2016. She receives ongoing support from the responsible individual. The appointment of experienced senior managers has strengthened the management team.</p> <p>The manager uses learning from feedback and practice to improve children's</p>	

experiences and care. In response to parents' requests to be more involved in the development of the service, management has established a steering group. The staff team is stable, with only one new member joining since the last inspection and one departure. Staff described 'good morale' and a 'team that works well together.' Staff are very positive about their work with children. One said that they 'feel really proud of any progress the children make.'

Training, induction and development activities are effective. One member of staff described their initial training as 'the best training I've ever had.' As well as generic training, staff receive specialist training to help them meet children's individual needs. This includes training in the use of Makaton, and in autism and PEG feeding. Half of the team have achieved the recommended vocational qualification and the other half are working to achieve this by June 2017.

Managers and staff receive the support they need, including one-to-one meetings, team meetings and annual appraisal. Staff receive support from other team members and can approach the senior managers or registered manager at any time. One said that the team works well together and 'brings up issues as they arise.'

The statement of purpose sets out the home's objectives. However, some information required by regulation is not included. The manager keeps a register showing each child's stay, but this does not include all the information required by regulation.

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 the '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 children looked after 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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