

Children's homes inspection – Full

Inspection date	31/08/2016
Unique reference number	1228919
Type of inspection	Full
Provision subtype	Children's home
Registered provider	Anderida Adolescent Care
Registered provider address	6a Neville Road, Eastbourne, East Sussex BN22 8HR

Responsible individual	Erica Castle
Registered manager	Roberta Cramp
Inspector	Jan Hunnam

Inspection date	31/08/2016
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

1228919

Summary of findings

The children's home provision is good because:

- Young people benefit from living in a home where staff are warm and nurturing, and provide them with close, individualised support. Young people are beginning to reduce the level of unsafe behaviours, such as leaving the home without permission, and are starting to make positive choices.
- Young people with complex needs develop trusting relationships with staff, which gives them a sense of safety and stability. They know that they can talk to staff and that staff will listen, respond to their views and opinions, and meet their specific needs.
- Support plans are very detailed and provide clear guidance for staff to protect young people and promote their development.
- The safety and well-being of young people are at the centre of practice within the home.
- Young people's emotional and psychological well-being has a high priority. They have opportunities to access specialist support and benefit from staff's therapeutic approach to their care.
- The registered manager provides strong and committed leadership to a new staff team that is motivated to provide high-quality care and to promote positive outcomes for young people.
- Staff undertake comprehensive training and receive regular support from a psychologist and therapist to analyse, evaluate and reflect on their practice and the effectiveness of support strategies for young people.
- The initial risk assessment when considering a new placement at the home does not clearly demonstrate that the registered manager has fully considered the impact that the placement will have on the young people already living at the home.

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:

- The registered person should only accept placements for children where they are satisfied that the home can respond effectively to the child's assessed needs as recorded in the child's relevant plans and where they have fully considered the impact that the placement will have on the existing group of children. ('Guide to the children's homes regulations including the quality standards', page 56, paragraph 11.4)

Full report

Information about this children's home

This home is registered to accommodate two young people with emotional and/or behavioural difficulties, mental disorders, and drug and alcohol dependence. It is privately owned.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
N/a	N/a	N/a

Inspection judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
<p>A new group of young people is settling into the home. Staff are focusing on developing positive, trusting relationships with them and providing a safe and nurturing experience. This correct emphasis is proving successful, as young people respond to the staff team's close attention to meeting their needs. Young people are learning that staff will help them through difficult times and give them the support that they require. As a result, young people are beginning to reflect on their past and to consider their behaviour and responses. Within a short period, some young people are making positive choices and significant progress.</p> <p>Staff sensitively support young people to re-engage with education when they have had past negative experiences of school. Staff promote the value of education and work hard to support young people to attend school. One young person is commencing an education placement at the organisation's learning centre. The other young person has been successful in gaining an apprenticeship. Thoughtful planning and preparation are enabling the young person to have a positive start and opportunities to succeed in their chosen area of employment.</p> <p>Access to a range of recreational and social activities is integral to strategies to promote positive outcomes for young people. Staff recognise the importance of leisure activities in young people's development. They encourage them to pursue activities according to their interests, and to participate in community activities to extend their social experiences, and build their self-confidence and sense of identity. Activities include cycling, cinema, visiting castles, country walks and swimming.</p> <p>Detailed health plans ensure that young people receive health services, according to their specific needs, and the support to lead healthy lifestyles. Staff assist them to establish healthy eating and sleeping routines, and encourage them to take regular exercise. Young people's emotional and psychological well-being has a high priority. The organisation's clinical psychologist and therapist provide regular support for staff to implement therapeutic approaches to young people's care and direct work with young people, where appropriate. Young people also receive support from specialist health professionals, such as a sexual health nurse. Young people are receiving the specialist support that they need to promote their development.</p> <p>Staff help young people to acquire independence and daily living skills as they prepare for adult life. Independence programmes and key-work sessions introduce young people to the notion of taking responsibility for themselves at a pace and</p>	

level relevant to their stage of development.

Staff work proactively and sensitively with young people's families to promote and maintain positive relationships. Thoughtful planning, taking young people's views, wishes and anxieties into consideration, helps young people gradually to re-establish contact, when suitable.

	Judgement grade
How well children and young people are helped and protected	Good
<p>Trusting relationships between staff and young people are at the centre of safeguarding practice, providing young people with stability and a sense of protection. Through close supervision by thoughtful and consistent staff, young people feel safe having adults around them who they know will respond to and meet their needs. As young people develop this sense of security, they are increasingly confident to confide in staff and express their concerns, knowing that staff will listen and take action.</p> <p>The detailed assessment and identification of young people's needs result in comprehensive care plans and robust risk assessments. Staff regularly review the plans to ensure that the highly individualised support strategies meet young people's current developmental needs. Clear guidance directs staff in implementing effective measures to protect young people. Specific risks associated with young people's previous behaviour are particularly well thought through, with rigorous protective measures implemented to protect them. Staff are sensitive in responding to young people's growing desire to take more responsibility for themselves as they develop into young adults. They are aware of the complexities in balancing protecting young people with supporting them to move on to independence and the next stage of their lives. Staff continuously focus on support to educate young people in keeping themselves safe.</p> <p>There are incidents of young people leaving the home without permission. Clear procedures, which staff implement in practice, ensure a well-coordinated response to such incidents. The local police coordinator for young people who are reported as missing commented that 'Staff are doing everything that they can to prevent the young person leaving the home' and that he 'Can't fault anything that staff are doing'. Young people are responding to staff support. One young person with a history of such behaviour has not left without permission since living at the home, and incidents are reducing for another young person. Independent return home interviews are offered to young people when they return.</p> <p>Close supervision of young people and the comprehensive training that staff receive on relevant issues such as e-safety, child sexual exploitation and radicalisation contribute to safeguarding young people. Staff have an appreciation</p>	

of the dangers that young people face, and this increases their vigilance in identifying potential risks. Safeguarding concerns are promptly and appropriately referred to the relevant authorities. A social worker commented that 'Communication with staff is excellent and they work collaboratively to promote young people's safety'.

Physical intervention is used only when necessary to reduce the risk of harm to the young person and others or serious damage to property. Staff receive training to manage incidents of challenging behaviour safely. Incidents are properly recorded and the registered manager closely monitors the recordings to ensure safe practice.

Staff implement a therapeutic framework based on non-violent resistance to address challenging behaviour, including violence. This involves creating an alliance among individuals who are important and relevant to the young person. They agree strategies to challenge behaviour and give young people the opportunity to suggest a solution to 'put things right'. When it is evident that a young person is not responding to this approach and the level of violence becomes untenable, managers take appropriate action to ensure the safety of the young person and staff. Managers recognise when staff can no longer meet a young person's complex and extreme emotional needs.

Thorough recruitment processes are in place to safeguard young people from unsuitable adults working with them. All checks on prospective employees are undertaken before they commence work at the home.

Health and safety checks, including fire safety checks, are up to date, ensuring that young people live in a safe physical environment.

	Judgement grade
The impact and effectiveness of leaders and managers	Good
<p>The home has recently opened and this is the first inspection since its registration. An experienced and qualified manager has been in post since May 2016, and she is registered with Ofsted. She provides strong, effective leadership and support for the new staff team, based on a clear understanding of the individual needs of young people.</p> <p>Staff follow a comprehensive induction programme and training relevant to their role to ensure that they have sufficient skills and knowledge to support young people effectively and keep them safe. Staff have either achieved the level 3 qualification or are working towards the diploma within the required timescales. Staff development is a priority for managers, with a continuous focus, through personal development plans and annual appraisals, on ensuring that staff receive</p>	

training to meet the needs of young people. Staff welcome and appreciate these training opportunities that enhance and improve the quality of care for young people.

Staff report that they are well supported by managers. Supervision is regular, with an emphasis on the needs of young people and matters affecting their safety and well-being. Group supervision sessions with either a psychologist or therapist provide opportunities for staff to reflect on their practice, analyse the effectiveness of strategies and evaluate the quality of care that they are providing. Consequently, the staff are developing a reflective approach, communicate well with each other and are solution focused.

Monitoring systems are in place to maintain high standards of care. Monthly monitoring reports by an independent visitor are detailed and comprehensive, and identify action points to address any shortfalls. Internal monthly monitoring by the registered manager is evaluative and directed to improving continuously the care for young people and promoting positive outcomes.

The registered manager completes an impact risk assessment for a young person referred to live at the home to consider the compatibility of young people living together. The assessment clearly identifies the risks associated with a new young person, but does not demonstrate that the impact of high-risk behaviour on young people already living at the home has been considered. It is not clear how the registered manager has assessed the risks in relation to other young people.

The registered manager takes an active role in reviewing young people's care plans to ensure that support strategies advance their progress. Proactive work with other professionals, such as the sexual health nurse and psychologists, enhances the support that staff offer young people with complex emotional needs.

The statement of purpose sets out the home's ethos and therapeutic approach, its aims and objectives, and the range of services that it provides for young people. Managers and staff are providing a safe environment where young people have opportunities to develop physically and emotionally through high-quality nurturing care and support.

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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