

Children's homes inspection – Full

Inspection date	24/08/2016
Unique reference number	SC068559
Type of inspection	Full
Provision subtype	Children's home
Registered person	PJL Healthcare Limited
Registered person address	White House, Withyham, Hartfield, East Sussex, TN7 4BT

Responsible individual	Paul Sellars
Registered manager	Christopher Coleman
Inspector	Lucy Chapman

Inspection date	24/08/2016
Previous inspection judgement	Improved effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Outstanding
The children's home provides highly effective services that consistently exceed the standards of good. The actions of the home contribute to significantly improved outcomes for children and young people who need help, protection and care.	
How well children and young people are helped and protected	Outstanding
The impact and effectiveness of leaders and managers	Outstanding

SC068559

Summary of findings

The children's home provision is outstanding because:

- A highly-skilled registered manager, committed to achieving excellent care for young people, leads this home. His child-centred approach means that the well-being of young people is at the centre of all thinking and decision making in the home.
- Exceptional inter-agency and partnership working ensures that young people have access to all the services that they require to maximise their progress and outcomes. Specialist assessments, and the recommended strategies arising, are integral to young people's daily care.
- Current research underpins practice in the home. All staff complete extensive systemic practice training. Newly introduced positive behaviour support uses research-led approaches to encourage positive behaviour change in young people with autism and learning disabilities.
- Staff employ innovative safeguarding strategies specific to the needs of young people with learning difficulties. Targeted safeguarding education programmes help young people to learn how to keep themselves safe. The home demonstrates a highly proactive response to safeguarding.
- Wide-ranging and established links in the local community enable all young people, irrespective of their needs, to take part in activities that they enjoy.
- Staff are ambitious for young people and work diligently to understand and help them to meet their potential. All parents give positive feedback about the care that their children receive.

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 within the given timescales.

Requirement	Due date
Notify HMCI of any revisions to the statement of purpose and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3)(b))	30/09/2016

Recommendations

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

- Ensure that staff appraisal takes into account, where reasonable and practical, the views of other professionals who have worked with the staff member over the year and the children in the home's care. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.5)

Full report

Information about this children's home

The home is privately owned and is registered to provide care and accommodation for up to 16 children with learning disabilities. The home provides long-term and short-break placements.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/02/2016	Interim	Improved effectiveness
23/09/2015	Full	Good
25/02/2015	Interim	Sustained effectiveness
04/09/2014	Full	Outstanding

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Outstanding
<p>Comprehensive care plans address in detail how to meet young people's needs. Young people, including those with non-verbal communication, attend their care review meetings and receive skilled support from the staff to make choices and participate in decisions about their life. The home promotes advocacy for all young people, ensuring that their wishes and feelings are integral to decision making. Staff value young people, listen to their views and act upon their requests. Plans for young people are challenged when these are not in their best interests or do not represent their wishes and feelings.</p> <p>Young people develop caring and trusting relationships with staff. One parent said, 'His team know him extremely well. They know him and love him.' Another parent said, 'He is really challenging but staff are skilled to meet his needs. They only have to look at him and they can see the signs and understand his needs.'</p> <p>All young people are in education that meets their needs. The home works in partnership with young people's schools and colleges. Shared strategies for care provide young people with consistent structures that support their development and progress. For example, home and school work together to support the development of one young person's communication and another young person's toileting independence. A teacher said about working with the home, 'It's been a good experience. It is a well-run home that has young people's interests at heart. Their care is very individualised to meet young people's needs.'</p> <p>Partnership working with health professionals is excellent and ensures that young people receive the health services that they require. Individualised health advice is a strong element within young people's care plans. For example, one young person with autism receives regular deep massage and another young person uses specialist sensory equipment. A qualified dietician writes specialist food plans for young people with individual dietary requirements and oversees the weekly meal plans.</p> <p>Agencies specialising in the needs of young people with learning difficulties provide one-to-one education on sex and relationships. Child and adolescent mental health services provide emotional and behavioural support to young people and consultation for staff. Staff at the home work consistently to achieve best practice in meeting young people's health needs. A local GP surgery stated, 'Staff display an excellent knowledge of young people and manage, at times, difficult and challenging behaviour. We are impressed with the level of care provided to our learning-disabled patients.'</p> <p>Young people develop confidence and learn life skills to maximise their</p>	

independence. Young people's life skill plans align to their interests, for example, a young person who likes horses receives support to undertake work experience at a local riding stable. A parent said, 'He has achieved a lot more than he would have with me. He can now clean his teeth, wash up and manage his personal care. He feels grown up there. Staff prompt him to manage and achieve tasks. They are brilliant.'

Individualised goal programmes underpin each young person's progress. Young people's interests and desires are central to goal planning, along with the views of their parents and key professionals. Staff recording of young people's progress and achievement is meticulous. Young people choose their goal rewards and the reward scheme adapts to their needs. One young person has selected to take a member of staff and her father to a pop concert. The achievements, big and small, of each young person are celebrated.

Exceptional links mean that all young people successfully engage in community life. Staff are accomplished in working with community resources to meet young people's specific needs. For example:

- a local hairdresser allows extra time to cut the hair of young people who are anxious
- the local charity shop saves dresses for a young person who likes to dress up
- the local supermarket offers support for young people who are learning to shop independently.

Links are established that maximise young people's opportunities and support them to develop a sense of belonging. A parent said, 'He does as much as he can manage. The activities they provide are wonderful. They monitor and review his activities regularly, accommodating activities as his needs change.'

All parents speak of committed and successful partnerships with the home. One parent said, 'We speak all the time. We all work really well together.' Another parent said, 'They listen and they really do try. My daughter is non-verbal. If I make a suggestion, they listen and act on it. She is happy there.'

	Judgement grade
How well children and young people are helped and protected	Outstanding
<p>Safeguarding in the home is exemplary, with safeguarding strategies targeted to meet the needs of young people with learning disabilities and complex needs. Staff recruitment is thorough and safe. Young people's views and needs are integral to staff recruitment processes.</p> <p>Carefully assessed staffing levels ensure that young people receive support and supervision according to their needs. Staff knowledge of young people is excellent.</p>	

Staff understand how to respond to young people's needs and behaviours. This keeps young people safe. Careful matching of young people, alongside individualised staff support, prevents potential conflict between young people. There are no issues of bullying in the home.

The home has a strong focus on positive behaviour development, using strategies underpinned by current research. Young people receive help to manage their feelings and behaviour. A parent said, 'She has behaviour problems that they manage very well. They have helped her to try new ways of managing her emotions and behaviour. She is getting on excellently.' Young people's views are at the heart of all intervention planning. Referring to the work of staff with a particular young person, a social worker said, 'They have definitely been able to manage his behaviour, and they have been led by him to give him a bit more control.' Strategies implemented are child-centred and are designed, wherever possible, to empower young people.

All staff receive accredited training in de-escalation and restraint. Physical intervention in the home is appropriate. Any restraint use is clearly recorded, including the verbal or non-verbal response of young people, along with effective management review. This ensures that the use of physical intervention in the home effectively meets young people's individual needs.

All staff have up-to-date safeguarding training, including signs of, and strategies to address, child sexual exploitation, radicalisation and female genital mutilation. The home's safeguarding policy is clear. Staff understand the procedures and know how to report concerns. When safeguarding issues have been raised, the relevant authorities are notified and effective action has been taken to keep young people safe.

The home has highly effective links with safeguarding professionals. The local police missing person's coordinator provides specialist advice to maximise the response to missing young people. Young people have individualised plans to direct immediate action should they go missing. Highly effective and vigilant supervision of young people inside and outside of the home means that there have been no incidents of young people going missing.

Risk assessments are innovative. They support young people to take appropriate risks to enhance their independence, alongside proactive thinking to ensure that young people are protected. A young person said, 'I have learned to do cooking and food shopping, to use money and go on the bus.' A parent said, 'She can reach her potential, which I believe she is doing.' Each young person receives support to maximise their capability. This is a considerable achievement of the home.

Staff are forward thinking and proactive in respect of safeguarding young people. They are trained in online safety and all young people have e-safety risk assessments. Exceptional online safety training with young people uses specialist training material, targeted to the needs and understanding of each young person. In addition, excellent partnership work with agencies specialising in safeguarding young people with learning disabilities gives young people access to dedicated

workshops.

The physical environment of the home effectively meets the needs of young people in placement. Provision includes generous outside grounds and an on-site swimming pool. Maintenance routines ensure that repairs are prompt and high standards of accommodation are maintained. Health and safety checks are diligent, ensuring a safe environment for everyone.

	Judgement grade
The impact and effectiveness of leaders and managers	Outstanding
<p>An experienced manager, registered with Ofsted for two years, leads this home. He has 12 years of residential childcare experience and is currently completing his level 5 diploma in leadership and management for residential childcare. He demonstrates extensive knowledge in respect of the young people in his care. He has completed specialist training in autism and learning disabilities and is an accredited trainer in managing epilepsy.</p> <p>Innovative staff recruitment underpins child-focused staffing structures. New recruitment information days mean that applicants have a good understanding of the role and ensure that only high-calibre applicants are appointed. Each young person has a consistent core team providing care. Meticulous inductions mean that staff clearly understand the home's ethos and policies. Staff are given detailed knowledge of young people and trained to provide best practice care to meet their needs. A new member of staff said, 'I feel amazingly supported, not just by the induction process, but also by the team leaders and key workers. I've read children's care plans and observed the way other staff work with young people. I've learned children's communication systems and care strategies. I feel very supported via supervision.'</p> <p>Staff training is extensive and focuses on the needs of children in the home. Current research guides training, leading to the introduction of systemic practice and positive behaviour support training for all staff. This enhanced training has a positive impact upon young people. A parent said, 'They know how to manage her behaviour and have a system that she understands to help her to develop positive behaviour.'</p> <p>The home's statement of purpose sets out the ethos of the home. However, the statement of purpose has not been submitted to HMCI after updating, as required by regulation.</p> <p>Decision making about young people coming to live at the home is excellent. Meticulous matching processes ensure that the home meets young people's needs, and in addition, that newly referred young people match with young people already placed. Methodical plans for moving on involve young people's wishes and feelings and meet each young person's specific needs. The home achieves stability</p>	

for new and existing young people. There are no placement breakdowns.

Thorough monitoring means that the registered manager has effective oversight of the home. He provides high standards of care and addresses any concerns promptly. Young people's progress is monitored systematically. Where this identifies shortfalls, the home works with the young person's professional network to explore and implement alternative strategies. Purposeful working with partner agencies and professionals means that specialist input guides young people's care. For example, sensory assessments for autistic young people enable the home to provide care, equipment and environments targeted to meet young people's needs.

Staff place exceptional emphasis on listening to young people's wishes and feelings and helping them to achieve their desires. One staff member spoke of the high aspirations that the home has for young people and said, 'We never say never.' A parent said, 'Staff have her best interests at the heart of everything they do. I have seen her come on leaps and bounds in so many ways. Her confidence has increased so much. This is solely down to the brilliant staff.'

The manager and all staff receive effective, timely supervision. In addition, staff have access to independent counselling, providing them with proactive emotional support. A member of staff said, 'I think that supervision support is very high. I can discuss things with my manager whenever I want to. He's always available.' Staff appraisal is annual, with emphasis on reviewing practice and supporting their development. Appraisal does not include feedback from professionals and children, thereby missing an opportunity to enhance quality assurance.

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 that 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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