

Children's homes inspection - Full

Inspection date	23/08/2016
Unique reference number	SC035352
Type of inspection	Full
Provision subtype	Children's home
Registered manager	Timothy Morrison
Inspector	Cathey Moriarty

Inspection date	23/08/2016
Previous inspection judgement	Sustained effectiveness
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

SC035352

Summary of findings

The children's home provision is good because:

- Staff develop nurturing, trusting relationships with each young person and as a result, young people make progress and reduce risk-taking behaviours.
- Young people benefit from support and guidance to develop independence skills and secure employment, education and training placements.
- Staff promote young people being involved in decision making about their care and balance their need for support, help and protection with developing and maintaining relationships and interests, outside of the home.
- Young people are supported to move on from the home as part of their care planning. Staff are proactive in identifying suitable resources and support young people to visit and to settle in their new homes.
- There is a requirement to ensure the registered manager notifies HMCI of a serious event, this is with particular reference to concerns about risks of sexual exploitation.
- There are recommendations to improve practice in respect of information and guidance to address bullying behaviours and following the home's procedures in the recording of missing episodes by young people.

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 with the given timescales.

Requirement	Due date
<p>40: Notification of a serious event</p> <p>4) (a) The registered person must notify HMCI and each relevant person without delay if a child is involved in or subject to or is suspected of being involved in or subject to sexual exploitation .</p>	01/11/2016

Recommendations

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

- Registered persons must ensure that procedures for dealing with allegations of bullying are in place.
(Guide to the Quality Standards, page 39, paragraph 8.16)
- The registered person is responsible for ensuring that all staff consistently follow the home's policies and procedures for the benefit of the children in the home's care.
(Guide to the Quality Standards, page 54, paragraph 10.20)
This is with particular reference to following the procedures for the recording of a missing episode of a child in the home's care.

Full report

Information about this children's home

This is a local authority children's home. It is registered to care for up to eight young people with emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/03/2016	Interim	Sustained effectiveness
07/10/2015	Full	Good
05/03/2015	Interim	Improved effectiveness
06/11/2014	Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
<p>This home has a particular focus on supporting young people to develop life skills and move on to independent accommodation or semi- independent, supported living arrangements.</p> <p>Staff know the young people's individual needs and histories well and they provide good, skilled care as a result of being experienced and trained in working with young people. They promote young people being involved in decision making about their care and balance their need for support, help and protection with developing and maintaining relationships and interests, outside of the home.</p> <p>A social worker said: 'Staff work hard to enable young people to learn to be independent whilst supporting them and monitoring and responding to any concerns.'</p> <p>Since the last inspection, there has been significant changes to the group of young people living in the home. Admissions to the home are planned, young people have the opportunity to visit and information is shared in a welcome pack. There is a pre-admission risk assessment that informs discussions about compatibility and placement decisions.</p> <p>The home's facilities provide a safe environment for young people to learn independence skills. There are rooms that have a kitchenette and en suite bathroom and there is an independent flat on the premises. Young people are encouraged to keep their rooms tidy and clean, and are responsible for their laundry.</p> <p>There is a separate kitchen for young people, they receive a weekly allowance and are responsible for budgeting for meals. They also learn how to cook and create recipes with the chef. These sessions include advice and guidance about balanced, healthy meals and about smart shopping.</p> <p>The inspector reviewed recipe books for each young person that is their personal record of favourite recipes with photographs. They can take this record with them when they leave.</p> <p>All young people complete an independence skills workbook that has been</p>	

developed since the last inspection, to evidence their knowledge and core, practical skills. Staff are developing a second workbook that goes into greater detail about their rights, legislation and guidance that will help them as independent adults.

The staff provide a structure, so that young people develop good routines, which is essential before they move to independent accommodation.

One staff member is lead for promoting good health and well - being. There is an excellent programme of weekly sessions to inform and educate. There have been sessions on smoke cessation, on the effects of sugary drinks and the importance of good oral hygiene to encourage young people to take responsibility for their health needs. Staff also ensure young people are encouraged and supported to attend preventative health appointments.

This home is very good at requesting and convening timely multi-agency planning meetings to ensure there is a relevant education, training and employment plan for each young person. Most of the young people have a school placement or a training and employment placement for the start of next term. Some young people lack confidence and skills because of difficult education experiences. All of the young people are encouraged to be aspirational and are supported to widen their experiences. Over the summer holidays, one young person has maintained part time employment, one young person has undertaken regular voluntary work in two settings and one young person has completed the national citizen service. This included a voluntary work placement.

Young people report that they are confident in expressing their views and have a range of options to do this. They regularly use the 'niggles' book to register a minor complaint. The registered manager always provides a written response and in this way, actions have been taken to meet young people's views and wishes. There are weekly meetings led by the young people and the records show that they are listened to and their views influence decisions about their care in the home. They contribute to their care planning meetings and to individual key work sessions.

One young person said 'My keyworker gives me time and stability. I like everything about living in this home.' Another young person said: 'It feels homely here, everyone is easy to get on with, they are a nice bunch of kids.'

Young people are supported to move on from the home as part of their care planning. Staff are proactive in identifying suitable resources and support young people to visit and to settle.

	Judgement grade
How well children and young people are helped and protected	Good
<p>The young people living in this home have a range of needs and vulnerabilities. Staff work closely with case responsible social workers and a range of specialist services such as CAMHS, YOS, vulnerable person teams, to ensure information is shared and understood about young people's needs.</p> <p>There has been reduced offending behaviour, reduced aggressive behaviours, reduced risks of missing and reduced vulnerability to exploitative relationships as a result of detailed, relevant risks assessments and behaviour management plans.</p> <p>Staff develop nurturing, trusted relationships with each young person and they have sensitively challenged if a young person is demonstrating risk taking behaviours. Young people have cooperated with monitoring and support to keep them safe as a result of developing positive relationships with staff. One young person said: 'I believe that the staff want me to do well. I feel safe and supported, so I can share things when I am not feeling so good.'</p> <p>Part of the independence skills learning is supporting young people to keep themselves safe. For example, staff deliver individual sessions about healthy relationships and about the consequences of risk taking behaviours.</p> <p>There had been some early signs of bullying behaviours that was robustly responded to by staff. However, policy and guidance for staff in this area requires updating.</p> <p>There is low incidence of physical interventions, it is used as a last resort and is recorded and reviewed by a manager. There is also low incidence of missing and unauthorised absence of young people. One incident that was reviewed raised concerns about poor recording. The young person concerned did return safely to the home however, it was unclear whether the risk assessment for the young person was adhered to. A recommendation is made for managers to ensure there is always good quality recording of such incidents.</p> <p>A review of incidents evidenced that there were two occasions when Ofsted should have been notified. The placing authority was informed and there was limited impact as appropriate actions were taken to safeguard the young person on both occasions. The manager will review guidance and advice to staff and consider the need for additional training to ensure regulations are followed. A requirement is</p>	

made to ensure this is acted upon.

Managers have requested multi- agency strategy meetings where there has been information about increased risk or new information about emerging risks to young people. Managers and staff contributing to the meetings consider the balance between intervening to safeguard young people and enhancing young people's understanding and confidence so that they can protect themselves.

There has been one referral to the designated officer that was considered as a complaint and has been dealt with appropriately.

Staff and managers have received training in allegations against adults who work with children and have a good understanding of providing safe care in a safe environment.

	Judgement grade
The impact and effectiveness of leaders and managers	Good
<p>The registered manager is a confident, experienced manager; he has a relevant degree and is in the process of completing the leadership and management qualification. There is a stable, experienced staff group who report that morale is good.</p> <p>The assistant team manager said, 'Our vision is for the young people to be as prepared, as they can be when they leave here. We never stop working on this. We are constantly looking for ways forward to achieve this.'</p> <p>They are currently considering how they can provide a safe space to support young people to develop practical skills such as bleeding a radiator, mending a fuse. They also want to further develop the offer of support to young people when they leave the home, recognising that this can be a difficult transition for young people.</p> <p>Managers have been working with local businesses and charities in the community to identify opportunities for young people for work experience and voluntary work.</p> <p>Staff receive regular supervision and training opportunities. They report that supervision and appraisals add value to their knowledge. Staff have had the opportunity to take up secondments across the service and to work in other local</p>	

authority settings to develop skills and experience.

Staff are developing their range of contacts to identify relevant resources for young people to take up employment and training. There is also training planned to enhance staff skills in motivating young people and supporting them to respond positively to opportunities.

Managers carefully monitor outcomes for young people, undertaking monthly audits, in supervision and through the regular review of the effectiveness of individual key work sessions between staff and young people. They also review actions and recommendations in the monthly independent visitor reports. This information indicates that there continue to be low numbers of missing, physical interventions and incidents involving young people.

Management information demonstrates that staff sickness has improved. Managers use familiar peripatetic staff if they require staff cover.

There has been one complaint since the interim inspection that was independently investigated and recommendations were made to improve the procedures about the use of the independent flat. There were no concerns about the safety or welfare of young people.

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 the *Guide to the children's homes regulations including the quality standards*.

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