

Children's homes inspection - Full

Inspection date	27/10/2016 to 28/10/2016
Unique reference number	SC059842
Type of inspection	Full
Provision subtype	Children's Home
Registered Provider	Bolton Metropolitan Borough Council
Registered Provider address	Town Hall, Victoria Square, PO Box 29, Bolton, BL1 1RU

Responsible Individual	Sarah Gatenby
Registered Manager	Julie Whitehead
Inspector	Caroline Jones

Inspection date	27/10/2016
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	Outstanding
The children's home provides highly effective services that consistently exceeds 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

SC059842

Summary of findings

The Children's home is outstanding because:

- Young people benefit from a wide range of enriching experiences that have a positive impact on their lives. For example, animals including a donkey, visit the home providing fun and comfort to young people.
- Young people's families are highly satisfied with the care and support they all receive as a family. They comment: 'They are a great team and work well together; everyone is committed to giving each child an enjoyable stay. We know our child is well looked after which means we can relax and recharge our batteries.'
- Young people who have disabilities and complex needs make exceptional progress in all aspects of their development. They grow in confidence, develop socially and make friends.
- Staff have an excellent knowledge of young people's individual needs. They spend time getting to know each young person individually and gather information from families and partner agencies to inform care practice.
- A stable, committed and experienced staff team work here. Together they provide consistent, exceptional care to young people. They are safe, enjoy their visits and look forward to seeing their friends.
- Care practice is research informed and guided by the social model of disability. Barriers in society are overcome by staff to ensure young people reach their potential and participate fully in society.
- Care planning is exceptional. Each young person's stay here is finely planned to broaden their experiences. Great efforts go into organising young people's stay so that they see their friends and participate in community events together. Staff also fully consider the needs of the wider family so that they benefit from the service.
- Young people are stretched intellectually, for example, they are involved in interviews for new staff, writing for the newsletter and contributing to checks around the home. These responsibilities contribute to young people's growing confidence.

Full report

Information about this children's home

This is a local authority short-break children's home. It is registered to provide care and accommodation for up to four young people who have physical and learning disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/02/2016	Interim	Sustained effectiveness
28/09/2015	Full	Outstanding
30/03/2015	Interim	Improved effectiveness
07/01/2015	Full	Outstanding

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Outstanding
<p>This home provides exceptional short-break care for young people who have complex needs and disabilities. This is underpinned by a consistent staff team who are highly motivated and passionate about the care they provide. They speak with pride about the service they provide and focus on promoting young people's wellbeing.</p> <p>Young people are extremely positive about their time here. They say: 'Staff listen to things that I would like to have a go at and places I would like to visit, they help make this happen, I love the staff and enjoy the company of my friends.' They also say: 'Staff are brilliant, I get a chance to chillax and do things I can't normally do.' These comments capture the heart of the service to young people.</p> <p>A wide range of stimulating and enriching experiences contribute to young people's growth and development. Interacting socially with their peers, getting involved in animal therapy, attending music festivals, enjoying time at the beach hut, horse and carriage rides, barge trips, growing butterflies and meals out at local restaurants, are all massive achievements for young people.</p> <p>Young people's complex health needs are met by competent staff during their stay. A registered paediatric nurse provides thorough training to staff that is competence assessed to ensure each young person's individual needs are met. Medication processes are robust; all staff are trained in first aid to ensure they have the skills to care safely for young people. These practices, alongside consistent liaison with young people's families makes sure that they continue to receive high quality care during their stay.</p> <p>Staff interact with young people in a caring and friendly manner. They are physically and emotionally supportive and respectful of their dignity. Each young person's personal care and cultural needs are sensitively addressed and supported. For example, celebrations of religious festivals are an integral part of home-life.</p> <p>The home has a stable staff team, the majority of whom have worked here for a long time and know the needs of the young people exceptionally well. The continuity of staff has led to young people and their families developing trusting relationships with staff. One parent said: 'I trust them 100%, I can go home and know that she will be having the best time, can't improve on perfection.'</p> <p>Care planning processes centre on young people and their views and preferences. Care plans are detailed and highlight the specific needs and talents of each young</p>	

person. Moreover, staff have forged excellent relationships with young people's families and partner agencies. This creates a rounded understanding of each young person and enables staff to effectively respond to young people's needs and enhance their enjoyment of life.

	Judgement grade
How well children and young people are helped and protected	Outstanding
<p>Young people and their families have a strong sense of safety during their short-break away from home. A parent commented: 'It is a brilliant place and my daughter loves going. I'm happy that her needs are being met and she's safe.' A culture of safety is prevalent within the fabric of the home.</p> <p>Robust systems are in place reducing the risks of harm and potential abuse. Safeguarding and whistle blowing procedures provide guidance to staff on their responsibilities to ensure that young people are protected from harm. They are clear about their duties to protect young people. Furthermore, staff receive regular safeguarding training to enhance their understanding further.</p> <p>The staff fully understand young people's needs and have care plans to guide them in addressing any challenging behaviour in a consistent and positive way. As a result, behaviour is managed successfully and there are no physical restraints. Although, all staff are trained in a recognised method of restraint should it be necessary to hold young people to keep them safe.</p> <p>There are no complaints or serious incidents since the last inspection. Young people and their families are encouraged to raise their ideas or complaints through various ways, such as, the dedicated telephone line, feedback questionnaires or face-to-face. Complaints are welcomed by the staff as lessons for improvement. Young people have a trusted adult, a keyworker to confide in and raise any worries or concerns.</p> <p>Young people live in a physically safe environment where they are protected by well managed health and safety procedures. Trained experts within the local authority assess and review fire safety and health and safety matters. Moreover, a young person is currently involved in checks around the home, something that this young person is very proud of. This demonstrates the success of staff in communicating the importance of safety in the home with young people.</p>	

	Judgement grade
The impact and effectiveness of leaders and managers	Outstanding
<p>This is an exceptionally well led short break home. The experienced and qualified registered manager is supported by two senior workers. Together they inspire a strong and visible child-centred culture. The staff are complimentary of the management team. A member of staff commented: 'They are knowledgeable and lead by example.' The management team motivate the staff maintaining a stable, consistent and committed staff team over many years. This is a key strength of the home.</p> <p>There continues to be a strong emphasis on promoting and sustaining standards already achieved here. The registered manager continually strives to improve the service and their own practice. Systems are in place to monitor the quality of care young people receive and new ideas are encouraged by her from all involved in the service. For example, a dedicated phone line is now in place so that young people can call and ask who will be on shift during their stay. Also, their families can text and call to share their views.</p> <p>The staff have an excellent approach to their work. They are warm and welcoming and there is a lively and energetic atmosphere in the home. Throughout the inspection young people and their families arrived happy and smiling, so too were staff. A parent commented: 'She loves to come here and see her friends, staff know her so well, it is like home from home.'</p> <p>The staff have comprehensive guidance, policies and procedures to support their care practice. They also have regular training, supervisions, appraisals and team meetings to further ensure their competence in delivering a high standard of care. All staff are suitably qualified and have a wealth of experience in working with young people who have disabilities. There are sufficient numbers of staff, with the right skills and experience available at all times, to meet the needs of the people who visit the home.</p> <p>All staff work proactively with partner agencies to secure positive outcomes for young people. Partner agencies report effective and transparent relationships and are confident that young people are receiving quality care from experienced staff. They are complimentary of the service provided to the whole family. A social worker commented: 'It is an excellent service, they are welcoming and parents love it as well as the children, excellent communication and they attend all meetings.'</p> <p>The home's written records are very good and provide a picture of young people's daily living during their stay. Furthermore, the 'time away from home' files capture each young person's journey, progress and time spent during their stay, over the years. These are filled with photographs of young people enjoying life and are all</p>	

meaningful memories for them to look back on. Their information is securely stored and shared confidentially to protect their safety and privacy.

The culture of embracing difference is prevalent within the homes' ethos. The social model of disability runs through care practice and the manager and the staff value each young person's talents. They have high aspirations for them in achieving their potential and reward evenings are all part of their encouragement 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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