

Children's homes - interim inspection

Inspection date	21/12/2016
Unique reference number	SC060758
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	3 Dimensions Care Limited
Responsible individual	Nita Ellul
Registered manager	Shirley Cowell
Inspector	Sharron Escott

Inspection date	21/12/2016
Previous inspection judgement	Sustained effectiveness
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection	
<p>This home was judged good at the last full inspection. At this interim inspection Ofsted judges that it has sustained effectiveness.</p> <p>The registered manager has ensured that two of the four requirements made at the last inspection have been fully met. She has reviewed consultation systems to ensure that the records reflect that the young people's views are formally sought, considered by staff and acted upon. In addition, there has been a significant reduction in incidents of unwanted behaviour. The manager has effectively reviewed the incidents that have occurred and assessed that imposing sanctions would not be in the best interest of the young people involved.</p> <p>The two previous recommendations that have not been fully met relate to the home's development plan, and the supervision of all staff. The home's development plan is near completion. The manager has used the new formal consultation systems to enable the young people and staff to contribute their views to how the home's services and environment can develop. However, the actual develop plan has not yet been fully completed and as a result, it is not yet fully effective.</p> <p>Records demonstrate that supervisions of the staff team are now purposeful and that they enable staff to reflect on their practice. The manager has not been afforded the same opportunity to reflect on her practice as she has not received formal supervision with her line manager since the last inspection.</p> <p>Since the previous inspection there have been changes within the management of the home. The registered individual and the registered manager have resigned. The registered manager is working her notice period and the responsible individual, who initially left with immediate effect, has recently returned agreeing to remain in post until a suitable replacement is recruited.</p> <p>The manager and staff team continues to provide safe, nurturing and positive experiences for the young people in their care. A young person has moved into the home since the previous inspection. He has positively benefited from a robust introduction and transition into the home. As a result, he has settled in extremely well and has started to form respectful and harmonious relationships with the other young people.</p> <p>The registered manager has completed a detailed review of the young people's</p>	

care plans and risk assessments. These documents have been devised with the young people. As a result, they are now personal to the young person and are target driven. Risks are understood and well-managed by staff. Consequently the young people are supported effectively to self-regulate their feelings and anxieties. As a result, incidents of unwanted behaviour have reduced significantly.

Since the previous inspection, there has not been any incidents of the young people going missing. There has been one complaint that has been appropriately shared with external agencies. At the request of the designated officer the manager conducted an investigation. The investigation report lacks critical information to sufficiently conclude that the complaint was unsubstantiated.

Staff provide good support that has helped the young people to achieve educational success. Communication between the manager and school staff has improved. The manager and staff team effectively support young people with their educational targets by finding creative solutions to aid their learning. For example; subscribing to a monthly magazine that interests one young person has encouraged him to read with staff before going to bed. Rewards and praise are used successfully to motivate the young people to achieve their individual targets.

The young people continue to benefit from high quality care from an experienced, well-managed team. Consequently, very positive outcomes for all of the young people, have been achieved. Staff know the young people extremely well, relationships between the staff and young people are good. The manager and staff team are passionate about helping the young people to achieve their aspirations and dreams. Staff help them to make new friends, broaden their experiences and develop strong and meaningful relationships with their family.

The home environment is welcoming and is decorated and maintained to a good standard. Young people have access to a large garden to play and spend time in. The young people's bedrooms are personalised to their individual choices. Work is underway to refurbish the bathroom.

The home receives regular visits from the independent visitor, who provides the manager and Ofsted with informative reports. This provision helps the manager to improve and develop the services provided for young people.

Information about this children's home

The home is registered to provide care and accommodation for up to five young people who may have emotional and/or behavioural difficulties. Some young people may also have specific learning disabilities. The provision is registered with the Department for Education to provide education on this site for young people who live in this and other homes run by this small independent provider.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/08/2016	Full	Good
26/01/2016	Interim	Sustained effectiveness
16/10/2014	Full	Adequate
21/08/2014	Full	Inadequate

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(s):

- Ensure information from internal and external monitoring is used to ensure continuous improvement. This is with particular reference to completing the home's development plan. (The Guide to the Quality Standards, page 55 paragraph 10.24)
- Ensure that records kept for staff evidence that supervision is being delivered in line with regulation 33(4)(b). In particular, ensure that the registered manager receives regular supervision. (The Guide to the Quality Standards page 61, paragraph 13.3)

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

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 focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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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Piccadilly Gate
Store Street
Manchester
M1 2WD

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Textphone: 0161 618 8524
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