

## Children's homes – Interim inspection

<b>Inspection date</b>	<b>11/01/2017</b>
<b>Unique reference number</b>	<b>1247491</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered provider</b>	<b>Embrace New Horizon Centre Limited</b>
<b>Registered provider address</b>	<b>2 Parklands Business Park, Rednal, Birmingham B45 9PZ</b>

<b>Responsible individual</b>	<b>Amanda Morgan-Taylor</b>
<b>Registered manager</b>	<b>Matthew Faux</b>
<b>Inspector</b>	<b>Karen Willson</b>

<b>Inspection date</b>	<b>11/01/2017</b>
<b>Previous inspection judgement</b>	<b>N/A</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<p><b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b></p> <p>At this interim inspection, Ofsted judges that the home has <b>sustained effectiveness</b>.</p> <p>The provider has recently re-registered with Ofsted, which has had no impact on the day-to-day running of the home. Under the previous registration, the home was judged as good.</p> <p>Young people continue to make positive progress from their individual starting points. Staff have received training and input from an autism specialist, to develop profiles for individual young people and to improve their knowledge and skills to support their particular needs. The team knows the young people well, and quickly recognises whether individuals are distressed or in discomfort and responds to address these behaviours immediately. Staff are tenacious in working with medical professionals and, as a result of their observations and understanding, ensure that young people's health needs are well met. This leads to improvement in young people's overall health and well-being.</p> <p>Staff work well with schools, communicating regularly to ensure a shared understanding of young people's current and emerging behaviours, in order to provide a consistent management approach. They work together to support young people to develop and improve their communication via software applications, which are used at school and at home. When young people have not been accessing education prior to moving to the home, staff work well with other professionals, to identify and support appropriate provision. The home also works well to support positive contact with families and communicates regularly with relatives to fully involve them in their care. The home actively promotes increased opportunities for young people to interact socially, both in community activities and with peers in the home. Through careful observation, staff identify new activities, which young people might enjoy, such as watching films at home or trips to the cinema. When available, staff also identify activities which take into account particular needs, such as 'autism-friendly' events. Young people are encouraged to try new activities, and introductions to these are broken down into smaller steps, to reduce anxiety in unfamiliar situations.</p> <p>There has been one new admission since the last inspection. Staff visited his education provision to gain valuable insight and information prior to his admission. The young person had gone into crisis, which resulted in his being unable to remain at his family home, and therefore staff visited him at his short-break</p>	

placement, to support him to develop relationships with them before he moved to his new home. These visits enabled staff to develop their understanding of his needs and routines by shadowing shifts and spending time with managers, to support a smooth transition. The home fully involved his family during this time, to plan the personalisation of his home, and he was able to visit on one occasion prior to moving, so that he had some familiarity with his new surroundings. Since his admission, staff have identified and begun to address some health issues, which cause him discomfort and have contributed to some behavioural patterns. As his health is improving, other behaviours are emerging more strongly, and the home is now engaging with the child and adolescent mental health services (CAMHS) team, to support his mental health. The planning and subsequent development of understanding of this young person's needs have resulted in his improved health and access to community activities from his starting point.

One young person is currently in a planned transition to adult provision, as she is now 18 years old. The home has developed appropriate person-centred plans to support a positive transition and ensure that her complex health needs are understood and supported. There have been challenges in ensuring that her placing authority progresses her transition, and the home has escalated appropriately concerns regarding delays. As a result, capacity assessments have now been completed to inform decision-making in her best interests. A clear action plan has been developed by the home, which identifies the responsibilities of all professionals and timescales required, to promote a successful transition that is effective in meeting the young person's needs. Once suitable accommodation has been identified, the home plans to work with the new provider, to share knowledge and to support the young person during her move to her new home.

Clear risk assessments are completed and regularly reviewed to ensure that staff know how to keep young people safe, both in the home and while on activities. Detailed behaviour management plans are in place for young people and identify appropriate distraction techniques at times of heightened anxiety. This supports staff to safely promote young people to self-regulate at times, but allows staff to intervene when necessary. Incident records are appropriately maintained, and management oversight enables understanding of any patterns, to identify appropriate responses to reduce their occurrence. Although incidents increased for one young person, these are now decreasing, as staff are able to anticipate and respond more effectively. Physical intervention is sometimes required to ensure that young people and others are kept safe and are not exposed to health and safety hazards. When this is necessary, it is kept to a minimum and records are comprehensive and include management oversight, to ensure that the intervention remains appropriate and proportionate. Records include observations of young people after any physical intervention or incidents when a verbal debrief is not achievable.

Missing-from-home incidents are extremely rare. One young person was able to leave the home unattended as a result of the electronic door fobs releasing after loss of power. Staff were not immediately aware that he had left the home, and a requirement is made to ensure effective day-to-day supervision of this vulnerable

young person. He was found and safely returned within minutes, and managers have implemented further security measures to reduce risks of any recurrences. The young person's individual and missing-from-home risk assessments were updated to ensure that all staff are aware of procedures to follow. Discussions and appropriate consent have been sought to introduce sensors on bedroom doors, to alert staff if young people leave their rooms at night. The statement of purpose is to be updated to include the new security measures being introduced, to advise placing authorities prior to referrals being accepted. Although the young person was located within minutes, and was considered not to meet the threshold for missing-from-home procedures being put in place, this was a serious event, which was not immediately notified to the social worker or to Ofsted. Discussion with both the registered manager and area manager identifies that a notification to Ofsted was to be completed and that the home will use the investigation being undertaken as an opportunity for learning and improvement. A requirement is made to ensure that timely notifications are made to relevant agencies.

One complaint has been received by the home since the last inspection. This was appropriately investigated and reported for consideration by the designated officer in the local authority. A clear chronology documents the actions taken by the home and their resolution, with no further action required. The home had been alerted to the complaint by the young person's family that was satisfied with the investigation's outcome.

The home continues to be managed by a suitably experienced and qualified manager who is supported by a staff team that openly expresses its warmth and commitment to young people. Staff reflect together on their observations and discuss suggestions to enhance the lives of the young people for whom they provide good-quality care. They demonstrate high-quality relationships and knowledge of each individual, to positively enhance young people's experiences and development. They are able to identify the progress made by young people across various aspects of their lives from their starting points. In addition to monthly team meetings, key workers meet on a weekly basis, to ensure oversight of young people's plans, so that they remain current and relevant to individual needs. This maintains clear channels of communication between members of staff, to promote effective and consistent care.

The team benefits from having a manager on each shift, a system which has been introduced to improve oversight, support and guidance on a continuous basis. Staff receive regular reflective supervision as well as informal advice and support. Managers identify suitable training to support the staff team to develop its knowledge and skills, and they are currently seeking an appropriate training course to support one young person's sensory needs. The home is proactive in identifying advocacy for young people, particularly when they are legally identified as lacking in capacity of understanding. There is a clear commitment from the home to ensure that young people receive high-quality care and support from all agencies. Some members of staff have recently left the team due to changes in personal circumstances, and there is a process in place to ensure that new employees are recruited to prevent the use of agency workers. This enables young people to

continue to be cared for by a familiar and stable staff team that understands and can meet their needs.

The manager values the input of the independent visitor, particularly the time spent with young people and staff, and he effectively responds to recommendations identified. The provider has in place an electronic system, which enables evaluation of significant events by senior managers. Regular monitoring by the manager also identifies areas to improve further, for example current action to improve the awareness of progress made by young people. However, not all young people have current relevant plans available to assess whether progress reflects the expectations of the placing authority, and the home does not accurately record when these have been requested. A requirement is made to ensure that the home engages placing authorities in meeting the needs of young people, to ensure positive progress and outcomes against their relevant plans. Although the home captures the wishes and feelings for young people who are more able in their communication skills, further consideration is recommended to ensure that the home is able to demonstrate how all young people contribute to the service's development and improvement.

Two requirements and two recommendations were made at the previous inspection. There have been no further unexplained minor injuries. However, the manager is clear that outcomes of any investigations must be obtained from the placing authority and recorded appropriately. Weekly key worker meetings now take place to ensure that all records are consistently kept up to date for all young people. Guidance on the use of a mechanical restraint is recorded accurately, to reflect its use by staff. Although the manager is aware of the requirement to notify HMCI without delay of any incident considered to be serious, there has been a further incident of which the notification has not been made in a timely manner, resulting in it being repeated at this inspection.

## Information about this children's home

The home is registered to provide care and accommodation for up to four children who may have learning disabilities. The home is privately owned and managed.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
N/A		

## 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) meet(s) 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
<p>The registered person must notify HMCI and each other relevant person without delay if—</p> <p>(e) there is any other incident relating to a child which the registered person considers to be serious. This relates specifically to timeliness of notifications of such incidents. (Regulation 40)</p>	08/02/2017
<p>In meeting the quality standards, the registered person must ensure that staff—</p> <p>(a) seek to involve each child's placing authority effectively in the child's care, in accordance with the child's relevant plans. In particular, the registered person should ensure that the placing authority provides the current relevant plans for each child in a timely manner. (Regulation 5(a))</p>	08/02/2017
<p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>(2) In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>(b) that the home's day-to-day care is arranged and delivered so as to keep each child safe and protect each child effectively from harm. This relates to ensuring that there is effective supervision of each child and appropriate security measures in place to prevent vulnerable children from leaving the building unattended in the event of power shortages. (Regulation 12(1)(2)(b))</p>	08/02/2017

## **Recommendations**

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

- Children must be consulted regularly on their views about the home's care, to inform and support continued involvement in the quality of care provided. Due consideration should be given to the child's cognitive ability in the development and implementation of any consultation process. ('Guide to the children's homes regulations including the quality standards', page 22, paragraph 4.11)



## **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 that 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 whom 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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