

## Children's home – interim inspection

<b>Inspection date</b>	<b>12/01/2017</b>
<b>Unique reference number</b>	<b>SC484402</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered provider</b>	<b>Footsteps To Futures Ltd</b>
<b>Registered provider address</b>	<b>20 Wheatley Drive, Carlton, Nottingham NG4 1FE</b>

<b>Responsible individual</b>	<b>Joseph Rafter</b>
<b>Registered manager</b>	<b>Zoe Dixon</b>
<b>Inspector</b>	<b>Caroline Brailsford</b>

<b>Inspection date</b>	<b>12/01/2017</b>
<b>Previous inspection judgement</b>	<b>Good</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>This home was judged <b>good</b> at the full inspection. At this interim inspection Ofsted judge that it has <b>sustained effectiveness</b>.</p> <p>The two requirements set at the last inspection have been met. There have been improvements to the recruitment process to further protect young people. The organisation has now checked gaps in staff members' employment records. However, the recording of this information is not clear, so a recommendation has now been made to address this issue.</p> <p>The provider arranges an independent visitor to conduct monthly visits. The reports from these visits are now regularly sent to Ofsted. This allows the regulator to appropriately monitor and regulate the service.</p> <p>The three recommendations set at the last inspection have also been met. There has been sufficient work on streamlining the care planning process. There is now a very clear induction and training programme for new staff. This will ensure that all new staff receive a comprehensive induction and can be effective workers from the initial stages of their employment. Bank staff are no longer used, so the issue about their lack of supervision raised at the last inspection is no longer relevant.</p> <p>The care of young people continues to be very good. Young people who live at the home often have complex needs, affecting their mental health and emotional well-being. Staff are particularly good at helping them deal with very difficult emotions that relate to past trauma that they have suffered. One young person said: 'Staff are really good for this job.'</p> <p>The therapeutic approach used to work with young people is very well set out, and staff have a clear understanding of its implementation. This work is overseen by a clinical psychologist and is regularly evaluated. Young people participate in individual and group sessions, and their feedback of this direct work is very positive. Staff actively support young people to attend these sessions. One young person reported that they only contribute what they feel able to when in groups and that they all help each other. Recently, groups have helped young people to explore different types of communication and the impact that this can have on others. Topics such as conflict resolution and assertiveness have generated a lot of discussion and young people have been able to explore their own thoughts and</p>	

feelings. Other professionals are very well informed about young people's progress and the difficulties that they face, and therefore timely, well-informed decisions can be made to optimise their progress.

The home has a new registered manager. She continues to find new and improved ways of working. Initiatives since the last inspection include improved quality assurance and new methods of recording significant events, which are a lot more comprehensive than they were previously. In particular, young people have been at the centre of the quality assurance work. Recently, they have commented on individual staff members' performance which will be used as part of the staff performance review. Young people's views are always at the centre of the operation of the home.

The home is extremely well led, and the management team shows drive and commitment to support young people. They are always there for them when they are needed. When a young person recently struggled with their emotions, there was extremely close working between staff and managers to ensure that the young person received the support that they needed. When managers are off duty, they are still in touch with the home regularly, to support the work taking place. As a result, young people are continuously well supported and able to work through the issues at their own pace. One young person commented about the manager: 'She fights my corner and helps me to come to terms with things.'

Staff know what they need to do to keep young people safe. Each young person has an individualised, detailed risk assessment that identifies how risks can be minimised and dealt with. These are well implemented by staff. A strength of the risk assessments is how they identify and deal with emotional issues that young people face.

Staff are able to participate in reflective groups and individual sessions, which are centred on, and scheduled around, the needs of the young people and events in the home. Staff readily commit to, and engage in, these sessions. After an incident takes place they are fully able to reflect on their practice and on what they could do better next time. There is a very positive and open safeguarding culture, which continues to benefit young people.

The staff team remains stable, competent and consistent. This allows young people to feel very settled and well cared for. They feel able to explore their complex issues, with people they trust, in a safe environment.

Young people often come to the home in crisis and within the space of a few months feel much more able to deal with their past trauma and improve their confidence and self-esteem. They are more able to move on to the next stage of their life, having begun to come to terms with their past.

## Information about this children's home

This is a privately owned children's home. It cares for three young people who have emotional and/or behavioural difficulties.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/10/2016	Full	Good
11/02/2016	Interim	Improved progress
23/09/2015	Full	Good

## **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:

- Ensure that the registered person is responsible for maintaining good employment practice. This is in particular relation to when gaps in employment have been explored but are not recorded. Also, when references have been verified but not recorded. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.1)

## **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 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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