

Children's homes inspection – Full

Inspection date	07/12/2016
Unique reference number	SC066129
Type of inspection	Full
Provision subtype	Children's home
Registered provider	Fairport Care Services Ltd
Registered provider address	McCabe Ford Williams, Bank Chambers, 1 Central Avenue Sittingbourne, ME10 4AE

Responsible individual	Philip Adams
Registered manager	Vanessa Dalton
Inspector	Suzy Lemmy

Inspection date	07/12/2016
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

SC066129

Summary of findings

The children's home provision is good because:

- The registered manager is an experienced and competent manager who demonstrates strong leadership.
- There is careful consideration over new admissions to ensure stability for the young people.
- The service effectively supports young people and their families, through family therapy, to work towards their goal of rehabilitation at home.
- Staff actively pursue appropriate education placements. Young people are engaged in learning and are improving academically.
- Young people are making good progress. They learn to manage their emotions better as a result of the help and guidance of staff.
- Young people form good relationships with the staff, who enjoy being with them.
- Young people continue to be supported by staff when they have moved to new placements. Consequently, their moves are more successful.

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>35: Behaviour management policies and records</p> <p>The registered person must ensure that:</p> <p>(a) within 24 hours of the use of a measure of control, discipline or restraint in relation to a child in the home, a record is made which includes:</p> <p>(iii) the date, time and location of the use of measure</p> <p>(iv) a description of the measure and its duration, specifically in relation to recording the time and duration of restraints when there is more than one in a short space of time.</p> <p>(Regulation 35(1)(iii)(iv))</p>	28/02/2017

Recommendations

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

- Children must be consulted regularly on their views about the home's duty of care to inform and support continued improvement in the quality of care provided and to develop good relationships between children, through effective use of house meetings. ('Guide to the children's homes regulations including the quality standards', page 22, paragraph 4.11)
- When the home has questions or concerns about a child's medication, they should approach an expert ('Guide to the children's homes regulations including the quality standards', page 35, paragraph 7.15) and record the advice given.

Full report

Information about this children's home

This service is a privately run children's home that provides care and accommodation for up to four young people who may have emotional and behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/03/2016	Interim	Sustained effectiveness
27/08/2015	Full	Good
23/03/2015	Interim	Sustained effectiveness
25/11/2014	Full	Good

Inspection judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	Good
<p>The registered manager takes into account the needs and personalities of the young people who already live in the home when considering young people who might move in. She considers the ages and the genders of young people, and any presenting behaviours, prior to the move. A young person who recently moved in is settling well despite showing some challenging behaviour. Staff have the necessary patience and understanding to help him. Staff empathise with young people and provide trusting relationships. Young people feel safe in their care.</p> <p>Information sought prior to young people moving in is comprehensive. Baseline assessments, which equip staff with the knowledge to care for young people, are completed. Care plans, routine plans and risk assessments are updated regularly; they reflect any changes in circumstances. A planning meeting for a new young person was held on the day of the inspection. This meeting involved family and professionals. This multi-professional approach ensures that staff have input from those who know the young person best. Thus, staff know the young person's history, the impact that this has on their behaviour and how best to provide support. For example, if the child experiences emotional distress on admission, the staff will be prepared.</p> <p>The manager and director work therapeutically with young people and their families. Young people, whose plan it is to return to their families, receive intensive therapy to help them towards this goal. Staff facilitate contact, sometimes travelling long distances or managing separate contacts with a number of family members. They build good relationships with friends and families so that young people can maintain contact those who are important to them. One young person is exploring her life story with staff. This is effective in helping her to make sense of her past.</p> <p>Staff support young people in their education. They advocate for young people to have suitable education placements. The manager requested an educational psychology assessment for a young person who was struggling at her previous school. She is now in an educational setting that is more suited to her complex behavioural needs and is making good progress. This school is more able to manage her behaviours and she has not had any exclusions from the new setting.</p> <p>Young people have a voice in this home. They maintain good relationships with their keyworkers, with whom they are able to express their views and share any worries. Young people are encouraged to complain if they are not happy, so that</p>	

any issues can be dealt with formally. Lessons learned are shared with the staff group. Young people know that they are listened to and that their safety and welfare are a priority.

House meetings, when they occur, are very effective in helping young people to address relationship difficulties and show each other empathy. This improves relationships between them. However, they have not been held regularly. The manager is addressing this.

Staff enable young people to attend routine appointments and external therapy appointments. Medication is stored safely, and staff sign records when it is administered. When there was a delay in giving one young person his medication, staff immediately sought advice from health professionals with regard to when to administer his medication. However, this was not recorded to ensure an accurate audit trail. The registered manager subsequently rectified this.

Young people are encouraged to have good social relationships with their friends, who are welcome to visit the home. Staff take one young person's friends to a club with her to maintain this positive relationship. Young people access social activities in the community, for example a card-playing club and singing lessons. They enjoy a range of activities in the home, such as playing board games and football.

Young people who have left the home were prepared for independence. One young person has successfully moved into a semi-independence placement and is doing well. Staff remain in close contact with young people. The organisation's outreach service is effective in enabling young people to manage the move and to know that they remain valued and can have continued support until they no longer need it.

	Judgement grade
How well children and young people are helped and protected	Good
<p>Staff are aware of the vulnerabilities and risks of child sexual exploitation and radicalisation. They have been trained to recognise any warning signs, to respond to these in the correct way and to take appropriate action if they are concerned. Staff are aware of the missing-from-home policies and follow these. One young person, in particular, is at an increased risk if he goes missing. His risk assessment is reviewed with his parent and social worker to ensure that the staff have the necessary plan in place to safeguard him.</p> <p>Another young person, who has now left the home, regularly went missing overnight. Staff persistently showed him that he was valued and that his welfare was a concern to them. As a result, he began to return home at night. His social</p>	

worker said, 'The staff are resilient. They make good relationships, and all the staff are incredibly good and caring.'

Young people are able to use the home's computer safely. They are able to earn unsupervised time and are aware that this can be withdrawn if they do not act responsibly. Staff are clear about safe internet use and educate young people to keep themselves safe. Internet use agreements are signed by young people, their parents and staff. Safety measures, such as restrictions on the use of wireless networks and passwords, are in place to ensure that young people only access trusted sites. Posters that remind young people of the potential risks of using the internet are displayed near the computer to reinforce safety messages.

Clearly written care plans include risk assessments, which inform staff about the best way to respond to risks that are particular to each young person. This individual guidance provides staff with knowledge of possible triggers for challenging behaviours. Staff are trained in how best to manage difficult behaviours by using de-escalation techniques. This is clearly evidenced in records, and young people's comments are added to ensure that their views are included for evaluation.

The registered manager monitors and analyses any restraints that occur. She investigated one incident, which she felt could have been prevented. Lessons learned were evaluated and shared with staff as a learning process. The young person, who had not made a complaint, was involved in the investigation to demonstrate to her that her views and welfare are respected. She will be more able to report any concerns in the future. Not all records show the time and duration of restraints accurately when there has been more than one restraint in a short period. This means that the records cannot be evaluated for trends in these occurrences.

There have not been any safeguarding incidents during this inspection period. Staff demonstrate a good knowledge of safeguarding policy and procedure. A newly employed staff member spoke confidently with regard to whistle-blowing, and said, 'We have a duty of care to young people. We are here to care for them over and above staff relationships.'

The location risk assessment was completed following consultation with the police, the missing from home service and local agencies and services. It is an accurate description of the potential risks for young people in the area and ways in which these can be reduced.

	Judgement grade
The impact and effectiveness of leaders and managers	Good
<p>The registered manager is suitably qualified to the level 5 diploma, and has a vast range of experience. She is a committed manager and has been in this role for 10 years. She involves the young people in recruitment of new staff and values their opinion. Young people have a positive input in the running of the home. New staff speak positively about the induction process. They said that the team is very supportive and that they are able to ask any question and seek guidance. The manager is reported to have an open-door policy, and staff are able to approach her for advice or suggestions. The organisation has a comprehensive training programme in place and identifies any personal developmental needs of staff. Supervisions are regular and focus on the individual young person and ways in which their behaviour may impact on staff. Staff feel safe to discuss personal issues that impact on them, as well as any concerns that they may have about work practice. The registered manager supervises all staff to a consistently high standard, and this ensures that she retains a comprehensive overview of staffing matters.</p> <p>'Team around the child' meetings are effective in focusing on the young people with the whole staff group, to ensure a greater insight into team dynamics and how staff work together. Staff use these to provide a more insightful and consistent approach to caring for the young people. Team meetings are used for more practical concerns and for business-related issues. These formal forums ensure that staff work as a team and that the young people remain the focus.</p> <p>Good professional relationships between the home and partner agencies result in highly effective working practice and ensure the best possible care and experiences for young people. The registered manager works well with external professionals and challenges any decisions which she feels are not in the best interests of the young people. She advocates strongly for them to achieve the best possible outcomes. She has been able to secure funding to support young people after they have moved on from the home.</p> <p>Monitoring is effective, addresses any areas of weakness and sets goals for improvement. The registered manager considers the views of the independent visitor seriously and devises an action plan to address any recommendations. She reflects on practice and provides a six-monthly report in accordance with regulations. This document shows a good understanding of the strengths of the home and areas that need improvement.</p> <p>The registered manager manages the home to a good standard. She strives to improve practice and is evaluative and analytical. She has a good understanding of the young people's needs and of staff performance. The young people's welfare and well-being are a priority for the registered manager and the organisation.</p>	

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 children looked after 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 that 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 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 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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