

Children's homes – Interim inspection

Inspection date	22/02/2017
Unique reference number	SC402370
Type of inspection	Interim
Provision subtype	Residential special school
Registered provider	Wings Education Limited
Registered provider address	C/O Kedleston Group Limited, Office Suite No. 1, Ansell Gardens, Holloway Lane, Harmondsworth, Middlesex UB7 0AE

Responsible individual	Paul Brosnan
Registered manager	Kimberley Taylor
Inspector	Tracy Murty

Inspection date	22/02/2017
Previous inspection judgement	Outstanding
Enforcement action since last inspection	None
This inspection	
<p>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</p> <p>This home was judged outstanding at the full inspection. At this interim inspection Ofsted judges that it has sustained effectiveness.</p> <p>Young people continue to make excellent progress and have positive experiences during their time living in this home. From their starting points, their engagement and attendance in education improve significantly. With the support of the staff team, young people learn strategies to reduce any concerning or risky behaviours that they may exhibit.</p> <p>The registered manager ensures that all new placements are well planned and that this planning involves young people, their families and placing authorities. She is keen to ensure that she and her staff team have the necessary skills and experience to meet the complex needs of those young people referred. Careful consideration is given to the matching of young people's needs in relation to their living accommodation.</p> <p>Three young people have moved out to other provisions since the last inspection. The registered manager and staff team work hard to support young people in dealing with their concerning behaviours, but also to acknowledge and accept when a placement is no longer meeting the young person's needs or is having a detrimental impact on other young people living in the home. Staff ensure that young people are fully involved in discussions about the plans for their care and that their wishes and feelings are fully considered.</p> <p>Six young people have moved into the home since the last inspection, all of whom were planned placements. Young people either visited the home prior to moving in, or were visited by the registered manager and staff to share information and meet each other. This is a positive approach, which assists young people to overcome some of their anxieties about moving to the home.</p> <p>Staff fully support young people during any hospital admissions. They remain with the young person for the duration of their stay, including during the night. The registered manager has a commendable ethos and believes that young people should be supported during such times by staff whom they know and trust. Such commitment to corporate parenting is a reflection of the staff's and manager's focus on supporting young people living in this home.</p> <p>One complaint has been received since the last inspection. The registered manager responded to this in a very timely and thorough manner. Records reflect her taking</p>	

full consideration of the concerns and issues raised and responding to the complainant in detail. Systems for recording complaints have been reviewed and updated. They provide a clear and detailed account of any issues of concern raised and the management responses to them.

When young people have made allegations about members of staff, the response by the manager has been prompt and appropriate. She has worked closely with placing authorities and the local authority designated safeguarding officer to ensure that actions are agreed and that investigations are completed. Staff have been supported throughout the process, and records reflect a strong management understanding of how to respond to allegations or concerns involving staff.

The registered manager has excellent oversight and understanding of the care and support provided to young people and the impact that this has on their outcomes. Her management reports contain significant detail and good analysis of all aspects of the care and support provided. It is clear that she is very involved in the day-to-day care of the young people and knows their needs very well.

Missing-from-care risk assessments have been reviewed and updated. They now provide very detailed and clear information to assist staff when any young person is missing from care. Behaviour management strategies for young people now include clear information relating to the educational setting, as well as the children's home. Extensive work has been done by staff and managers in both settings to ensure consistency of assessment, planning and support to young people.

One shortfall has been identified as a result of this inspection. The registered manager uses agency staff on a regular basis to support and cover for permanent members of staff. She ensures that there is consistency of support to young people, whenever possible, by using the same agency staff. However, no formal supervision has been offered or provided to these staff. There is a need for managers to ensure that clear policies and procedures are in place and that agency or relief staff receive appropriate levels of supervision when working at the home.

Information about this children's home

The service is a residential school that is registered as a children's home to provide care for 54 children and young people who have emotional and/or behavioural difficulties. The service is owned by a private company.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/11/2016	CH – Full (aligned)	Outstanding
18/11/2015	Interim	Improved effectiveness
20/05/2015	Full	Requires improvement
13/01/2015	Interim	Improved effectiveness

What does the children's home need to do to improve?

Recommendation

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

- Ensure that there are systems in place so that all staff, including the manager, receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. This is with specific reference to agency staff used. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.2)
-

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 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 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'.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance 'Raising concerns and making complaints about Ofsted', which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, work-based learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for children looked after and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2017