

## Children's homes inspection – Full

<b>Inspection date</b>	<b>22 February 2017</b>
<b>Unique reference number</b>	<b>SC381531</b>
<b>Type of inspection</b>	<b>Full</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered person</b>	<b>Young Alliance Ltd</b>
<b>Registered person address</b>	<b>60 School Lane, Bamber Bridge, Preston, Lancashire PR5 6QE</b>
<b>Responsible individual</b>	<b>Andrew O'Reilly</b>
<b>Registered manager</b>	<b>Elizabeth Hiley</b>
<b>Inspector</b>	<b>Maria McGranaghan</b>

Inspection date	<b>22 February 2017</b>
Previous inspection judgement	<b>Improved effectiveness</b>
Enforcement action since last inspection	<b>None</b>
<b>This inspection</b>	
<b>The overall experiences and progress of children and young people living in the home are</b>	<b>Outstanding</b>
The children's home provides highly effective services that consistently exceed the standards of good. The actions of the home contribute to significantly improved outcomes for children and young people who need help, protection and care.	
<b>How well children and young people are helped and protected</b>	<b>Outstanding</b>
<b>The impact and effectiveness of leaders and managers</b>	<b>Outstanding</b>

**SC381531**

## **Summary of findings**

### **This children's home's provision is outstanding because:**

- The individual needs of young people are thoroughly assessed by consistent joint planning arrangements; as a result young people grow in confidence and develop excellent relationships with staff.
- Excellent daily support plans ensure that young people are provided with dedicated key sessions that have a significant positive impact on their lives.
- Young people are provided with education best suited to their individual needs, resulting in 100% attendance and consistent progress.
- Healthcare planning is excellent. Young people's health needs are prioritised and exceptionally well met.
- Family contact is promoted and suitably supported. Young people enjoy regular contact, both within the home and within their own home community.
- Thorough impact assessments ensure that young people are suitably matched to the home. When the placement is an emergency, the impact on current residents is the deciding factor on whether a placement is offered.
- There are no incidents of young people going missing.
- There are no incidents of bullying in the home.
- There have been no circumstances in which physical intervention has been required.
- There are no incidents of disruptive or aggressive behaviours.
- Young people receive one-to-one support to address problematic behaviours and thus increase self-confidence.
- Young people are provided with excellent support in order to effect positive and lasting change in their lives.
- The manager is highly effective in her scrutiny of the work undertaken in the service.
- Staff are extremely consistent, knowledgeable and organised within their work.
- Excellent training opportunities are available to staff and young people.
- Internal and external monitoring is highly effective.
- The manager and staff continue to develop the service based on theoretical frameworks and current research that informs practice.
- All staff are either qualified at NVQ level 3 or are currently undertaking this training.
- The home is very well maintained.

There are no requirements or recommendations made at this inspection.

## Full report

### Information about this children's home

This is a privately owned children's home offering care and accommodation for up to five young people who may have a learning disability.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/08/2016	Interim	Improved effectiveness
30/03/2016	Interim	Sustained effectiveness
02/03/2016	Full	Good

## Inspection judgements

	Judgement grade
<b>The overall experiences and progress of children and young people</b>	<b>Outstanding</b>
<p>Young people's needs are very effectively assessed. Excellent partnership work between agencies means that young people receive a consistently high level of tailored support. Daily routines in both written and pictorial form enable young people to take control of their day and develop in self-confidence and self-esteem. A social worker said, 'The young person has really grown in confidence and is much less anxious about daily tasks.'</p> <p>Educational achievement and attainment are prioritised in the home. Young people are provided with an individual educational package in order to enhance their learning experience. Staff routinely support young people in their learning by providing additional learning activities outside of the school day. As a result, young people succeed. For young people who were initially assessed as achieving below the national average, they now make excellent progress in reading and writing skills, comprehension, maths and science. Consequently, young people enjoy their education and are proud of their achievements.</p> <p>Since the last inspection the home has successfully completed Ofsted registration for an education facility based within the grounds. It is anticipated that this school will provide education for four day pupils and up to four young people accommodated in the home. The manager said, 'When young people are already attending community education, our aim is to maintain that placement. However, when young people are in need of an immediate educational placement, this can now be accommodated as part of what the service provides.'</p> <p>Young people undertake regular targeted key-work sessions. Each session is extremely well planned to ensure that it has the most positive effect on them. They engage well and record their views on each session. Consequently, when young people have internal muddles and worries, they find a way of opening up to understand their feelings and make sense of the world around them.</p> <p>Healthcare planning is extremely well managed. Some young people have complex healthcare needs requiring specialist consultation and treatment. Staff work seamlessly with a range of external agencies to ensure that young people's health is meticulously monitored and reviewed. Individual healthcare plans clearly detail, 'What you need to know about me', and provide excellent information, including likes and dislikes. The manager said, 'We developed this style of plan in order to take it to appointments. We felt it was important for external professionals to understand the young person's difficulties before the appointment and therefore alleviate any unnecessary anxiety.' This has worked extremely well. Young people are much</p>	

calmer when attending appointments.

Contact with parents and relatives is consistently promoted and supported. Individual contact plans ensure that regular contact is achieved and suitably supported. A parent said, 'Staff communicate very well with me. They work really hard and have helped my son to make progress.' Individual contact books record a clear summary of all contact taking place, including when additional support may be required. As a result, contact is a positive and valuable experience for young people.

For some young people, attending activities can initiate anxiety and diminish confidence. Staff have a very good understanding of this and work extremely hard to enable young people to take the first steps into 'something different'. Activities, such as forest walks, climbing, bike-riding, travel on a bus and visits to the local farm, are a sample of the many daily activities available to young people. Likewise, in-house games, arts and crafts and computer games are readily available for young people to choose. Staff say, 'We are always doing something. Young people learn so much through play and it's a great way to build relationships,'

Some young people struggle to form trusting relationships. For example, one young person who became accommodated in the home 12 months ago found it very difficult to engage with staff at a very basic level. However, it was wonderful to see this young person at this inspection smiling, engaging and having lots of banter with staff. It is clear that the young person and staff have formed very trusting relationships based on a consistent and caring approach to his individual needs.

Since the last inspection there have been two complaints recorded. The manager clearly evidenced the action taken to address the complaints, the outcome and the feedback from the complainant. This information highlighted the satisfaction of the complainant in how the issue was dealt with. Furthermore, it is clear that the manager took a learning opportunity from this experience. Evidence of discussion within individual supervision sessions and team meetings highlights the manager's enthusiasm and commitment to addressing issues

Consultation with young people is paramount within this home. Young people who suffer with anxieties need to know what plans are in place each day and who will be supporting them. The very strong and committed staff team ensures that young people work with them to devise their weekly plan, enabling them to take some control, which in turn develops internal confidence. Young people choose the design of their bedroom, help to choose decor for the home and which activities they would like to sample. Likewise, they are provided with a simple questionnaire about their care, staff, education and activities and are encouraged to record their views and opinions. A reviewing officer said, 'Young people are listened to and decisions are made in their best interests. Young people are happy in the home,'

	Judgement grade
<b>How well children and young people are helped and protected</b>	<b>Outstanding</b>
<p>The safety of young people accommodated in the home is exceptionally well managed. Thorough risk assessments, accompanied by up-to-date daily routines, ensure that risks are identified, managed and monitored.</p> <p>Young people are supported on a one-to-one basis. They form excellent trusting relationships with staff and make consistent progress. For some young people 'taking a small risk' creates anxiety and can lead to them not wanting to try out different activities or routines. However, this dedicated staff team develops small achievable milestones for each young person, enabling them to take small steps forward. Consequently, young people develop in confidence and self-esteem, are more likely to suggest trying different activities and learn that managing a risk means that they can enjoy activities without the fear of something bad happening.</p> <p>Young people are safe in the home. They trust the staff who look after them and present as happy and relaxed in their company. Since the last full inspection in March 2016 there have been no episodes of missing or absent; bullying; child sexual exploitation; restraint; sanctions or child protection concerns. A staff member said, 'We are aware of all the protocols and they are readily available should any concerns arise. We always have an on-call manager to offer guidance when necessary and we regularly talk about matters as a team and in supervision.'</p> <p>Staff undertake regular safeguarding training to ensure that they have the knowledge required to act accordingly with any safeguarding concern. The manager monitors all work undertaken with young people effectively, identifying any patterns that may lead to a concern. As a result, potential risks are identified quickly and strategies put into place to manage and monitor any concerns. Consequently, young people are very well protected in the home and community.</p> <p>Young people understand the fire evacuation process within the home. Written and pictorial information provides young people with clear direction on evacuation points. Likewise, regular fire evacuation tests are undertaken in daylight and night-time hours to ensure that all young people are able to evacuate the premises safely in the event of a fire.</p>	



	Judgement grade
<b>The impact and effectiveness of leaders and managers</b>	<b>Outstanding</b>
<p>The manager was initially appointed as the registered manager in October 2015. She left her position in November 2016 to take up a new position outside of the company. However, she returned to the organisation in December 2016. The manager is qualified at NVQ level 4 and has nine years experience as a residential manager.</p> <p>Placement plans are clear, realistic and extremely well documented. Plans are reviewed on a monthly basis with young people, social workers and their families and updated accordingly. All work undertaken with young people is extremely well planned and in accordance with risk assessments, targets and future plans.</p> <p>The manager closely scrutinises all the work undertaken within the service. External monitoring is robust. Views of stakeholders, parents, young people and staff provide an holistic overview of the performance of the home. When matters are raised as areas for development, invariably these are addressed on the day of the visit.</p> <p>The statement of purpose is routinely reviewed and updated when necessary, with a copy forwarded to Ofsted in accordance with regulation.</p> <p>The manager ensures that all referrals to the service are suitably assessed for compatibility. Evidence of impact assessment, leading to decisions not to place, demonstrates a clear commitment to the young people accessing the service.</p> <p>The service is based in a semi-rural location with easy access to schools, bus and train links and local amenities. It is beautifully decorated with stylish furnishings throughout. Young people have access to private and communal space, both inside and outside of the home.</p> <p>All staff receive regular planned and structured supervision. Records highlight a consistent approach to maintaining the already high standard within the service. Staff say that they are very happy working in the home and enjoy working with the young people. Staff feel very well supported and that their skills and experience are valued within the service.</p> <p>Staff attend regular updated mandatory training. Additional specific training is also provided by the organisation and this is welcomed by staff who say, 'The company has really invested in the staff and training. We have all received a pay rise and the training is fully planned to help people progress. We are all really pleased.'</p> <p>The manager and staff place the needs of the young people at the forefront of their practice and this is evidenced in the excellent progress they make.</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 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 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 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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