

## Children's homes – Interim inspection

<b>Inspection date</b>	<b>01/03/2017</b>
<b>Unique reference number</b>	<b>SC055912</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered provider</b>	<b>Verve Life Limited</b>
<b>Registered provider address</b>	<b>198 High Street, Burbage, Marlborough, Wiltshire SN8 3AB</b>

<b>Responsible individual</b>	<b>David Powell</b>
<b>Registered manager</b>	<b>Clare Alele</b>
<b>Inspector</b>	<b>Julia Wright</b>

<b>Inspection date</b>	<b>01/03/2017</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 judges that it has <b>improved effectiveness</b>.</p> <p>Since the last inspection, the home has developed and expanded its service. Three new young people have moved into the home, two part-time. New young people are warmly welcomed and had a carefully planned transition, including visiting and meeting staff and other young people. This allayed worries or anxieties they, or their families, may have experienced about moving to a new environment. In addition, other young people were prepared about new arrivals, and their wishes and feelings were explored. One young person said:</p> <p style="padding-left: 40px;">‘It is all fine. Staff helped us, and nothing has changed. We still do everything we have always done, we have lots of one to one time with staff, and they look after us just as brilliantly! The difference is we have new peers.’</p> <p>Staff continue to work closely with young people’s families. One parent commented: ‘It is a great place. He really enjoys his time there. Staff ring me and always keep me informed about how he is doing.’ Another parent said: ‘All the staff are great. They go above and beyond. I am really happy with the service provided.’ Social workers complimented managers and staff about the progress they see in various aspects of young people’s development. One said: ‘His communication abilities have really improved. It was a struggle initially, but things have really changed.’</p> <p>Tools used to evidence young people’s progress are now embedded in everyday practice and demonstrate the considerable progress made by each young person. For example, young people review their progress with members of staff and comment on how they have achieved particular targets. One young person said that he was excited about learning to cook, and doing his food shopping. Young people are helped to maintain their interest and motivation with incentives, support and encouragement. Young people develop essential life skills, progressing towards semi-independence with increased self-confidence and self-respect.</p> <p>Young people’s safety remains a high priority for all staff. There has been one physical intervention since the last inspection and one shortfall in recording that</p>	

related to staff not noting feedback from a young person following an incident. This potentially means that a young person did not have the opportunity to reflect on an incident or understand why it happened.

Managers and staff continue to work with all young people to understand their preferred methods of communication, and staff members continue to develop their techniques of capturing young people's views.

One requirement and one recommendation were made at the last inspection. Both have been met. The home provides a comfortable, relaxed and homely environment for the young people to live in. The home is undergoing a refurbishment programme and all the young people's rooms are being decorated. Young people take pride in their rooms and decorate them to their taste. All staff now have the required level 3 diploma in residential childcare or are enrolled on the course. This ensures that skilled and competent staff care for young people.

Young people have warm and nurturing relationships with staff. Staff have a good understanding of young people's care plans and they work well together to offer a consistent approach and to promote positive outcomes. Members of staff continue to create an environment where education is a priority. Young people are helped with their homework and given opportunities to develop their educational skills. For example, young people are encouraged to read with staff.

Monitoring systems remain well organised. The registered manager works with the independent visitor to implement suggestions and actions. Managers regularly self-evaluate the service provided and identify ways of making improvements to how the service runs for the benefit of all young people.

## Information about this children's home

The home is operated by a private provider and is registered to provide care and accommodation for up to four young people who have learning disabilities, two of whom may also have physical disabilities.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/08/2016	Full	Good
22/12/2015	Interim	Improved effectiveness
22/07/2015	Full	Requires improvement
18/02/2015	Full	Inadequate

## **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:

- Records of restraint must be kept and should enable the registered person and staff to review the use of control, discipline and restraint to identify effective practice and respond promptly where any issues or trends of concern emerge. The review should provide the opportunity for amending practice to ensure it meets the needs of each child. In particular, ensure the views of young people are recorded. ('Guide to the children's homes regulations including the quality standards', page 49, paragraph 9.59)

## **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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Piccadilly Gate  
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