

Children's homes – Interim inspection

Inspection date	07/03/2017
Unique reference number	1232380
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Birtenshaw
Registered provider address	Birtenshaw, Darwen Road, Bolton BL7 9AB

Responsible individual	David Reid
Registered manager	Post vacant
Inspector	Sarah Oldham

Inspection date	07/03/2017
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 declined in effectiveness.</p> <p>The home caters for children and young people who have complex learning and/or physical disabilities. It is divided into two separate units, on the ground and first floor, with the ground floor having additional facilities for children who require support with their mobility. This includes ceiling track hoists in some bedrooms and in the bathroom. The home is situated in a building which also provides accommodation for adult short breaks, as well as a college. These areas are separated by key coded entrances to provide additional safeguards for all those using the services. The children's home has a separate secure garden area and is located near a local children's play area and shops.</p> <p>Since the last inspection, the registered manager of the service has left, but continues to work for the organisation as a manager at another home. The deputy manager has successfully gained promotion and has submitted an application to Ofsted to apply for registration.</p> <p>The service has grown, with a total of 15 children and young people accessing short breaks and shared care. Prior to placements being agreed, comprehensive assessments are undertaken by the manager and deputy manager. This includes liaising with other professionals, parents and carers, to gain a detailed picture of the young person and the level of support to be provided. Introductory visits enable further information and observation to be gathered within the setting, as well as providing reassurance to young people. This helps them to develop relationships with staff and other young people.</p> <p>Once a placement has been confirmed, care plans, including health, education and social plans, are developed to reflect the care and support required. These are shared with parents and social workers to confirm the support the home will provide. These plans are reviewed on a six-monthly basis, or sooner if required. However, changes to one young person's care plan had not been made to reflect a need for increased support and observation following a concern raised by parents. Although this concern had been addressed and discussed with staff to make them aware of the change to care, the care plan had not been amended. This could potentially impact on this young person's health and well-being. This was raised with the new manager at the time of the inspection, and he was taking active measures to ensure that the care plan was updated.</p>	

The staff team consists of core members of staff and additional flexible staff who are assigned to the home. This enables the staffing levels to be flexible, depending on the number of children and young people accessing the home at any one time. It also ensures that the children and young people receive support from staff who they know. All staff have completed mandatory training with regards safeguarding, child protection, moving and handling, and behaviour management. In addition, staff have completed training in relation to disabilities and complex needs. This training underpins their practice in supporting the children and young people they care for. The majority of staff have completed level 3 training, or are in the process of completing it. New staff are signed up for this training once they have completed their probationary period with the organisation. They all receive regular individual supervision, which enables them to reflect on their practice and identify areas for further development.

Weekly team meetings support the open communication and planning for the coming week. Staff who spoke with the inspector said that they feel they are well supported in their role and they are all contributing to the home's development plan for the coming twelve months. One member of staff said, 'The strength of this home is staff working and developing as a team.' Another staff member said, 'I have worked with children and young people for a number of years and I can honestly say this is the best service I have worked for, because we all put the children and young people at the centre of everything we do.'

Children and young people have the opportunity to take part in a range of activities, both in the home and in the community. These include using the local park, going for walks, shopping, and using leisure complex facilities. In the home, there are two sensory rooms, with a range of games and art materials. During this inspection, two young people were adding their own toppings to their pizza for tea, which they enjoyed doing. This was demonstrated through their facial and body language and the interaction between them and the staff, which was inclusive and supportive.

Staff support children and young people when they are experiencing heightened behaviours. Comprehensive behaviour management plans detail possible causes and strategies to minimise these behaviours. These plans include verbal reassurance and distraction techniques. Physical intervention is only used if there is a risk of harm to the young person or others. Training relating to this is updated on a regular basis to make sure staff practice is current. Records are maintained of incidents, and the vast majority of these records are comprehensive. However, one record had only partially been completed and did not provide a full overview of the outcome of the intervention. In addition, the manager had not had oversight of three records in order to record the appropriateness of the measure and outcome. The manager is aware of his responsibility to monitor records and is implementing a system to make sure that these are kept up to date and monitored as required.

At the last inspection, a requirement was made to address the shortfall in recording on individual essential information sheets for all young people. This has been addressed and all information has been updated.

As a result of this inspection, three requirements have been made. These are in relation to the physical intervention records, children and young people's in-house care plans, and robust monitoring of records.

Information about this children's home

The home is part of a charitable organisation. It provides a short-break service and shared care placement for up to six children or young people who have physical and/or learning disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/04/2016	Full	Outstanding

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) meets 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>13: The leadership and management standard</p> <p>In order to meet the leadership and management standard, with particular reference to monitoring records to ensure that they are updated and completed, the registered person is required to use monitoring and review systems to make continuous improvements in the quality of care provided in the home.</p> <p>(2)(h)</p>	14/04/2017
<p>The registered person must maintain records for each child and ensure that they are kept up to date. This relates specifically to changes to care plans following any change in care needs.</p> <p>(Regulation 36 (1)(b))</p>	14/04/2017
<p>The registered person must ensure that, 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 the effectiveness and any consequences of the use of the measure.</p> <p>(Regulation 35 (2)(viii))</p>	14/04/2017

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'.

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