

Children's homes – Interim inspection

Inspection date	20/03/2017
Unique reference number	SC397933
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Cove Care Residential Ltd
Registered provider address	Cove Care Residential Ltd, 16 Waterloo Road, Wolverhampton WV1 4BL

Responsible individual	Lee Smith
Registered manager	Lee Smith
Inspector	Paul Robinson

Inspection date	20/03/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection	
<p>This home was judged good at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness.</p>	
<p>Since the full inspection, there has been one discharge and one new admission.</p> <p>Staff take the time to get to know young people. The staff are patient, caring and understanding of young people's childhood experiences. Staff work hard to develop and maintain relationships with young people, even when young people can be resistant to engagement.</p> <p>Staff support young people who have historically struggled to engage with education to overcome the barriers that affect their learning. Staff are effective at developing young people's confidence and self-esteem and motivating them to succeed in their learning. As a result, all young people are accessing education and making progress, compared with their starting points.</p> <p>Safeguarding incidents are infrequent. However, noticeable events have included a young person's inappropriate use of the internet and one missing-from-care incident. Staff responses to these situations have been sufficient to minimise the risk to young people.</p> <p>Staff work collaboratively with partner agencies including the police and placing authorities. Links between members of staff and the company clinical therapy team are effective and enable young people's emotional health needs to be understood.</p> <p>Staff use individualised behaviour incentives charts to promote positive changes to young people's behaviour. Rewards that young people are working towards vary from manicures to trips to an outdoor adventure park. Staff have also introduced a praise and rewards book to acknowledge achievements such as positive feedback from school. However, staff are not always consistent in their recording and, on occasion, young people's successes are missed.</p> <p>When young people and professionals make complaints, staff investigate these properly and consideration is given to how this can inform future practice. However, the recording of completed investigations is disjointed, and this hinders external scrutiny.</p>	

A recent management restructure has ensured that there is increased scrutiny and oversight of the care provided to young people by staff. As a result, there is a good understanding of the areas of strength and development.

Two requirements and one recommendation were raised at the full inspection. These have all been addressed. The statement of purpose is now regularly reviewed and the children's guide is now helping to prepare young people for life at the home.

Information about this children's home

This children's home is privately owned and offers placements for two young people who may have a combination of mental health and/or psychological and/or emotional and/or complex care needs that present challenging behaviour. The service is designed to offer medium- to long-term care placements.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/05/2016	Full	Good
26/01/2016	Interim	Sustained effectiveness
02/06/2015	Full	Good
11/02/2015	Interim	Sustained effectiveness

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 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 must comply within the given timescales.

Requirement	Due date
The registered person must ensure that a record is made of any complaint, the action taken in response, and the outcome of any investigation. (Regulation 39 (3))	15/05/2017

Recommendations

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

- Ensure that staff understand the system for rewarding and celebrating positive behaviour and recognising where children have managed situations well. ('Guide to the children's homes regulations including the quality standards', page 46, paragraph 9.39)

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'.

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Piccadilly Gate
Store Street
Manchester
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