

## Children's homes – Interim inspection

<b>Inspection date</b>	<b>08/03/2017</b>
<b>Unique reference number</b>	<b>1224674</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered provider</b>	<b>Hopscotch Solutions Limited</b>
<b>Registered provider address</b>	<b>1 Merchant Place, River Street, Bolton BL2 1BX</b>

<b>Responsible individual</b>	<b>Charles Tosan</b>
<b>Registered manager</b>	<b>Amy Merchant</b>
<b>Inspector</b>	<b>Phillip Morris</b>

<b>Inspection date</b>	<b>08/03/2017</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, young people have made good progress in all areas of their development. The manager and staff have ensured a strong, clear focus on providing individualised care that has helped young people fulfil their potential. For example, one young person received support with undertaking new and varied recreational activities linked with developing his life skills. This has meant that he has enjoyed new activities and learned new skills. Another young person could not verbally communicate with the world around him. He has been enabled with the use of technology to begin to develop the skills of communicating with the world around him. The manager remarked that his face 'lit up' when he ordered food from a local market for the first time. The father of a child spoken to stated that he had 'not got any concerns at all. She is happy and looked after, she is safe and there is good and considerate care.' Consequently, young people make excellent progress in their development and confidence.</p> <p>The manager and staff value and promote the education of young people. Young people attend school on site. They have maintained excellent attendance. They enjoy school and are eager to attend. The education and care staff benefit from daily handovers, with regular meetings between the young people's key workers and educational staff also taking place. This helps communication between the two respective staff teams regarding any developments with young people.</p> <p>Young people enjoy living in a comfortable, homely environment. Young people's rooms are furnished and decorated to suit their tastes, likes and interests. The manager and staff consult with young people regarding any changes to the physical environment and this means that young people's voices are listened to regarding their home. The registered manager ensures rigour and vigilance in respect of keeping young people safe in the environment in which they live. The manager has completed a robust location risk assessment, taking into account the views of partner agencies such as the police and local authority.</p> <p>Young people are safer because of effective behaviour management by the staff team. The staff provide consistent care and implement clear behavioural boundaries. Proactive behaviour management support plans that are understood and implemented well by the staff are both strong and instructive. Plans for young people detail the signs of when a young person may be becoming distressed,</p>	

anxious or worried and what actions staff should take to de-escalate the situation. These actions support efforts of the manager and staff to reduce the number of incidents in the home and have been successful towards achieving this aim. Staff members have received training in the use of physical intervention should this be required to keep young people and others safe. Any such incidents receive oversight and evaluation by the manager combined with debriefs with the staff and young people involved. This enables the manager and staff to learn valuable lessons towards reducing the recurrence of such interventions in the future.

The manager and staff have strong and effective working partnerships with other agencies. They work with a range of professionals including social workers, health professionals and the voluntary sector. Key professional meetings take place including children looked after reviews, personal education plan reviews and health reviews. The registered manager prioritises actions emerging from these meetings. One social worker commented in feedback, 'All the staff team have been friendly and helpful and the care and support for the young person is brilliant.'

An ambitious and dedicated registered manager continues to lead the service. She responded quickly to the one requirement and one recommendation made at the last inspection. The manager ensures that when young people come to live at the home, they are supported by improved behaviour management support plans. Additionally, information obtained from the referring agency is detailed, and if any gaps in information are found this is followed up to ensure that the staff can provide good, effective and safe care to young people. The manager has worked with the senior leaders of the service to develop a comprehensive and forward-looking workforce development plan. This plan is ambitious and provides both strategic and operational direction for the service over the next three years.

The staff receive support and supervision and remain accountable for their work with young people. Staff receive regular professional supervision that balances their provision of good-quality care to young people with management of their performance and accountability. The ongoing training opportunities help to build the skills and working practices of staff, especially in relation to safeguarding young people.

## Information about this children's home

This home provides care and accommodation for up to five young people who have autism and learning disabilities. The home is privately owned and managed and provides services mainly to local authorities.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/04/2016	Full	Good

## **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'.

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Piccadilly Gate  
Store Street  
Manchester  
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