

Children's homes – Interim inspection

Inspection date	16/03/2017
Unique reference number	SC052946
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Care 2 Share 2 Ltd
Registered provider address	46 The Ridgeway, North Harrow, Harrow, Middlesex HA2 7QN

Responsible individual	Mehnaaz Chaudhary
Registered manager	Mehnaaz Chaudhary
Inspector	Sharon Payne

Inspection date	16/03/2017
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 improved effectiveness.</p> <p>Young people are flourishing and quickly settle into the homely environment. Staff provide a good balance of nurturing support and firm boundaries. Young people are progressing at an exceptional rate, compared to their initial starting points. This is significant, as the needs of young people are considerably complex. Young people grow in maturity, self-awareness and confidence, which positively affects their self-esteem. A young person described the registered manager as 'the best'. Young people also praise and appreciate the caring nature of staff.</p> <p>Young people benefit from a stable, highly committed staff team. A social worker highlighted how staff 'worked really hard' and their young person 'felt cared for'. The service is evolving positively, with managers and staff aiming to provide outstanding care. Leaders and managers acknowledge the minor shortfall; this relates to ensuring that practice is informed by research and developments in the field. There are plans in progress to further improve their working practices.</p> <p>Leaders and managers have successfully addressed the requirements from the last inspection. The updated statement of purpose now includes details regarding staff restraint training and their competence in this area. The restraint record also contains the required information. This enables effective monitoring and ensures that physical interventions are in young people's best interests. The successful implementation of the good practice recommendation ensures that children's and professionals' views contribute to staff appraisals.</p> <p>Leaders and managers ensure that young people move into and out of the home in an efficient manner. The close partnership arrangements with placing authorities ensure that admission and discharge arrangements support the wishes of young people. Staff advocate for the essential paperwork and appropriate meetings to ensure that young people's needs are central to all decision-making. Young people quickly settle into the home. They described staff as 'good', 'kind' and 'fun'.</p> <p>There is a strong commitment to education, and staff consistently highlight the importance of learning. The educational co-ordinator leads on monitoring and improving educational outcomes. Young people are able to access online training.</p>	

They are able to gain certificates in a wide range of topics, which include health and safety, equality and diversity, food hygiene and first aid awareness. Young people receive support to produce records of achievements, and these include a curriculum vitae. These records also provide an opportunity for young people to self-define their strengths.

Young people are becoming more independent. They take responsibility for themselves and collectively for the group. An example of the latter is in helping to prepare the evening meal. Young people learn to make a range of international meals, and they enjoy baking. A young person also highlighted their ability to defuse disagreements, which contributed towards harmonious communal living.

Young people participate in a wide range of activities. They receive ongoing motivation to be more involved in their local community. Young people enjoy trips to London's, museums, bowling, table tennis, trampolining and meals out. Birthdays are celebrated, and a young person described their birthday festivities as being 'the best day ever'. Young people are able to develop their hobbies and interests. A good example of this is the purchase of a cultural percussion instrument. This enables a young person to connect to their heritage, further develop their talent, and provides an outlet for their emotions.

Staff ensure that young people receive personalised support that contributes to their individual development. Work is undertaken constructively that raises young people's self-esteem. Staff excel in their understanding and management of gender identity and sexuality. Young people are gaining a positive self-identity. This is complemented by the introduction of life story work. They learn to take pride in their self-image and be aspirational about their future. Young people gain greater insight into the reason why they are in residential care. They are learning to use this period in their lives positively. Staff work with young people effectively, resulting in a changing attitude. An example of this is their challenging of racist and sexist attitudes.

Young people increase their awareness of personal safety both inside and outside the home. They obtain the skills to recognise and withdraw from damaging, exploitative or harmful relationships. Direct training from the police informs their knowledge on street crime and how to respond to the 'stop and search' law. Planned firearms and preventing radicalisation training will seek to raise their awareness on these topical issues further.

Young people appreciate the opportunity to discuss their fears and anxieties. A young person highlighted that staff 'listen', and 'when [you're] bored they cheer you up'. Young people are learning to understand the consequences of their actions. Staff issue sanctions appropriately, which include supervised spending, time out and financial reparation. Since the last inspection, there has been a marked improvement in young people's behaviour. This corresponds to the increased use of rewards.

There are strong safeguarding arrangements. Staff have built good working relationships with the local police and the local authority safeguarding board. The registered manager is a member of a safeguarding forum, thus enabling them to keep updated on local issues. Staff are able to access an extensive range of training and guidance. For example, they have increased their understanding of diversity when protecting young people from harm and a range of culturally harmful practices. Specific training informs their knowledge regarding working with young people who display sexually harmful behaviour. It also strengthens their understanding of gangs and youth violence. Staff also receive ongoing generic training which equips them for their role.

The comprehensive quality assurance arrangements benefit young people. The extensive oversight and monitoring are reflective and aimed at delivering an outstanding service. There is a significantly broad evaluation of the quality of care. This concentrates on targeted improvements, child-centred practice and inclusion. Objectives are specific, measurable and achievable. Leaders and managers aim to regularly review the service to ensure that it remains current and bespoke to the needs of the young people. Leaders and managers accept that they are not yet fully utilising wider research and developments which focus on children's best interests to inform practice. However, there are plans for staff to present research-informed topics at team meetings, to further improve their working practices.

Information about this children's home

This privately owned home provides care and accommodation for five young people who have emotional and/or behavioural difficulties. The registered person also manages the home. The company has another children's home and a range of other services for children and adults.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
15/09/2016	Full	Good
24/03/2016	Interim	Improved effectiveness
28/10/2015	Full	Good
30/03/2015	Interim	Improved 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/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, the registered provider must:</p> <p>(2)(g) demonstrate that practice in the home is informed and improved by taking into account and acting on –</p> <p style="padding-left: 40px;">(i) research and developments in relation to the ways in which the needs of children are best met.</p>	<p>01 June 2017</p>

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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