

## Children's homes – Interim inspection

<b>Inspection date</b>	<b>31/03/2017</b>
<b>Unique reference number</b>	<b>SC490136</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered provider</b>	<b>EnhanceAble</b>
<b>Registered provider address</b>	<b>13 Geneva Road, Kingston upon Thames, Surrey KT1 2TW</b>

<b>Responsible individual</b>	<b>Julie Hagarty</b>
<b>Registered manager</b>	<b>Justine Flood</b>
<b>Inspector</b>	<b>Jacqueline Graves</b>

<b>Inspection date</b>	<b>31/03/2017</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>This has been a very unsettling period for staff and families as the future of this much-valued service has been in doubt. Throughout this period of uncertainty, the registered manager and staff continued to provide a very good service focused on meeting the needs of individual children.</p> <p>The warm and friendly relationships between staff and children are a strength of this home. There is a relaxed atmosphere, where children feel 'at home'. Staff encourage children's play and development. They are very sensitive in how they manage children's behaviour to help them feel secure and prevent any challenging behaviour. Staff use praise and encourage children's achievements; restraint is rarely used.</p> <p>Families benefit from a small service, where staff know them and their children well. In a recent consultation, parents and carers reported only positively on the service they receive. One adult said that their child very much enjoys their visits and, 'Not only do staff improve the quality of our lives by giving us a break, where we can relax safe in the knowledge that our child is in safe hands, but staff improve the quality of their life, too.' Another commented, 'There is a very good balance of trips and just being "at home" and relaxing, which is what weekends are all about.'</p> <p>Children are well looked after and kept safe during their short breaks. Incidents are rare and no children have gone missing from the home or while on trips out. An effective system of risk assessment and planning helps reduce risk, while ensuring that children can participate in interesting and challenging activities based on their preferences.</p> <p>Staff support children to access any activities in the community which interest them. For example, to facilitate a trip to a theme park, staff arranged fast-track wristbands so that children who would find queuing a challenge did not experience frustration. Children get to experience things which their families may find difficult to organise.</p> <p>The registered manager has continued to monitor what goes on in the home and makes use of an independent visitor's monitoring reports to improve the service. The manager has met all requirements and recommendations made at the last</p>	

inspection, improving the service. The statement of purpose now includes all required information. Although no new staff have joined, the manager will obtain information about any new recruits regarding why their last position ended. The manager now keeps a register, which meets regulatory requirements. The safety of the premises has been improved as plastic gloves are locked away and a call bell cord is now out of children's reach.

The manager and staff always seek ways to improve the service and children's experiences. For example, they changed forms for night shift tasks, as children's needs change so frequently. These forms have improved staff effectiveness in planning what support children need overnight.

The staff continue to maintain children's files well, recording their achievements and identifying where staff can help them progress. For example, some children are displaying less challenging behaviour because staff have reduced the time taken for personal care. Children are encouraged to be as independent as possible, such as helping staff unpack their bags, or clearing away after meals. Some make progress in helping to manage their own medication with staff support.

## Information about this children's home

EnhanceAble, a registered charity and not-for-profit organisation, is commissioned by Achieving for Children to provide a short-break service for up to two children at a time in this home. It provides a service for children who have learning disabilities, emotional and/or behavioural difficulties, sensory impairment and/or physical disabilities.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/08/2016	Full	Good
04/03/2016	Full	Requires improvement

## **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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