

Children's homes – Interim inspection

Inspection date	30/03/2017
Unique reference number	SC066129
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Fairport Care Services Ltd
Registered provider address	Bank Chambers, 1 Central Avenue, Sittingbourne, Kent ME10 4AE

Responsible individual	Philip Adams
Registered manager	Vanessa Dalton
Inspector	Suzy Lemmy

Inspection date	30/03/2017
Previous inspection judgement	Good
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 good at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness.</p> <p>Young people make good progress because of the positive relationships that they have with the staff. Staff interact in an open, honest and caring way. As a result, young people are able to make meaningful relationships with them. Young people's emotional needs are the focus of staff interventions, ensuring the therapeutic aims of the home are met. Young people develop good relationships between themselves. These improved relationships have significantly reduced bullying and there have been no incidents since the last inspection.</p> <p>Staff consult with young people and encourage young people to have a voice through regular house meetings and key-work sessions and through the complaints system. The registered manager investigates all complaints and shares the outcomes with the young people. Young people report that the staff listen to them and that any issues they have are taken seriously.</p> <p>Staff encourage young people to take pride in their environment and to undertake some household tasks. A reward system motivates young people. Staff follow a positive reinforcement and restorative approach towards managing young people's behaviour. When necessary, staff agree appropriate sanctions, for example mending damaged property. However, staff do not consistently record discussions with young people following the sanctions. This means that the registered manager is unable to evaluate the young people's views.</p> <p>The young people are doing well academically. Staff support them to achieve positive educational outcomes. Two young people attend full-time education and have excellent attendance at school. Another young person is educated in the home and engages well. The progress of all young people is tracked during educational review meetings. There are close, professional relationships with the local authority, schools and other education services.</p> <p>There have been no missing-from-home episodes since the last inspection. Staff are aware of the steps to take in the event that a young person does go missing or is absent without permission. Supervision of young people and the relationships between the young people and staff mean that young people feel secure and</p>	

stable. Young people talk to the staff about any concerns they have. They earn the staff's trust to enable them to have unsupervised time away from the home; this is supported by clear guidelines and risk assessments.

The necessity for physical intervention has reduced for all the young people. They respond to the consistent routines and boundaries set by staff. The behaviour techniques that are used prevent the young people's behaviour from escalating. When situations occur, staff record the measures taken and reflect on their practice. Staff seek young people's views, which enables all involved to reflect on the incident. However, the registered person has not consistently signed the physical intervention records in line with regulations. Her evaluation and analysis of the incidents are not evidenced in these cases. Therefore, staff are, not able to learn from the incidents at the time that they occur.

Professional relationships between the home and partner agencies are effective. External professionals and parents value the service highly. One social worker reported, 'The young person is doing really well, communication is good, staff work well with me.' Another social worker said, 'The home is excellent, their person-centred approach has made a massive difference.' A parent said, 'My child is making progress, communication is good, I'm happy with the home.'

Staff forge good relationships with health professionals. They support young people to attend all appointments and work closely with a range of health professionals, including dieticians and therapists. The recommendation from the previous inspection in respect of consultation with a health professional has been met. Health records are up to date and any health needs are progressed by staff.

The registered manager has developed an effective team. Staff are well trained and experienced; they have the skills to look after the young people. Any shortfalls in staffing are filled by regular staff who are known to the young people. All staff have the level 3 diploma, or are working towards it. Staff consult with the registered manager while retaining the confidence to act on their own initiative. An open-door approach develops the trusting relationship between staff and the registered manager. This provides the young people with positive role models.

The registered manager recognises and promotes expertise within the staff group. Supervisions are evaluative, with a therapeutic element reflecting the ethos outlined in the statement of purpose. The registered manager recognises the importance of sharing knowledge during supervisions, debriefs and handovers. However, team meetings are not regular, therefore limiting opportunities for formal staff feedback and discussions.

The staff team demonstrated a good knowledge of safe practice. Staff are aware of the indicators and issues in relation to child sexual exploitation and radicalisation. If staff identify a young person who may be at risk due to their use of the internet, they restrict access and educate the young person regarding safe use of social media. Staff act swiftly to safeguard young people if there are any risks posed by

their actions.

The registered manager is a strong leader who is committed to developing the service and has met the requirements and recommendations from the last inspection. She is proactively involved in monitoring individual care arrangements, which supports the good progress made by the young people.

Information about this children's home

This service is a privately run children's home that provides care and accommodation for up to four young people who may have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/12/2016	Full	Good
16/03/2016	Interim	Sustained effectiveness
24/08/2015	Full	Good
23/03/2015	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(s) meet(s) 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>The registered person must ensure that –</p> <p>(b) within 48 hours of the use of the measure, the registered person, or a person authorised by the registered person to do so ('the authorised person') –</p> <p>(i) has spoken to the user about the measure; and</p> <p>(ii) has signed the record to confirm it is accurate. (Regulation 35(b)(i)(ii))</p>	12/06/2017

Recommendations

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

- Staff should encourage children to share any concerns about their care or other matters as they arise ('Guide to the children's homes regulations including the quality standards', page 22, paragraph 4.13). This is in respect of ensuring that children are consistently given the opportunity to sign and comment on sanctions.
- The registered person is responsible for leading a team which provides high-quality care for all children living in the home ('Guide to the children's homes regulations including the quality standards', page 52, paragraph 10.4). Regular team meetings should occur to enable the registered manager to guide staff on how to improve practice.

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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