

# SC481295

Registered provider: Imap Centre Limited

Full inspection

Inspected under the social care common inspection framework

## Information about this children's home

This home is registered to provide care and accommodation for up to five young people who may have a learning disability. It is part of a private organisation that also provides care for adults and specialist educational provision.

**Inspection dates:** 8 to 9 June 2017

**Overall experiences and progress of children and young people, taking into account**      **good**

How well children and young people are helped and protected      good

The effectiveness of leaders and managers      good

The children's home provides effective services that meet the requirements for good.

**Date of last inspection:** 5 January 2017

**Overall judgement at last inspection:** Good

**Enforcement action since last inspection**

None

## Key findings from this inspection

This children's home is good because:

- Young people have developed close bonds with staff, who show genuine affection and warmth towards them. They experience the stability of a nurturing and structured routine.
- Staff support young people to make choices about their care arrangements. Young people have developed in their ability to communicate with others.
- All young people are engaged in full-time education. They have improved their level of attendance and attainment from their starting points.
- There is a strong emphasis on building the confidence of young people to improve their access to community resources, as well as develop the skills they need to enjoy some independence in adulthood.
- The service takes a highly positive approach to behaviour management. Young people who display high levels of heightened behaviour are helped to manage this without the need for physical intervention.
- Staff report that they are well managed and supported by effective leaders.
- The service ensures that young people have regular, meaningful contact with people who are important to them. Staff work in partnership with families to achieve positive outcomes for young people.
- Placing authorities, other partners and families have provided very positive feedback about this home.

The children's home's areas for development:

- Leaders and staff could promote healthier lifestyles for young people by seeking and following dietary guidance from healthcare professionals.
- On one occasion, the service did not notify Ofsted of an incident of a serious nature. The setting needs to ensure that a system is in place to notify appropriate authorities in the absence of the registered manager.
- Supervision does not always take place at the frequency stated within the organisation's policy.
- The independent visitor's monthly report does not always provide a conclusion about whether young people are effectively safeguarded and if the conduct of the home promotes children's well-being.
- The workforce development plan has not been fully updated to reflect the core training completed by the staff.

## Recent inspection history

<b>Inspection date</b>	<b>Inspection type</b>	<b>Inspection judgement</b>
05/01/2017	Full	Good
28/09/2016	Interim	Sustained effectiveness
15/03/2016	Full	Good
04/11/2015	Interim	Improved effectiveness

## What does the children's home need to do to improve?

### Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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.

<b>Requirement</b>	<b>Due date</b>
<p>10: The health and well-being standard</p> <p>(1) The health and well-being standard is that—</p> <p>(a) the health and well-being needs of children are met;</p> <p>(b) children receive advice, services and support in relation to their health and well-being;</p> <p>(c) children are helped to lead healthy lifestyles.</p> <p>(Regulation 10(1)(a)(b)(c))</p>	28/07/2017
<p>33: Employment of staff</p> <p>(4) The registered person must ensure that employees—</p> <p>(b) receive practice-related supervision by a person with appropriate experience.</p> <p>(Regulation 33(4)(b))</p>	28/07/2017
<p>40: Notification of a serious event</p> <p>(4) The registered person must notify HMCI and each other relevant person without delay if—</p> <p>(b) an incident requiring police involvement occurs in relation to a child which the registered person considers to be serious.</p> <p>(Regulation 40(4)(b))</p>	28/07/2017
<p>44: Independent person: visits and reports</p> <p>(4) The independent person must produce a report about a visit which sets out, in particular, the independent person's opinion as to whether—</p> <p>(a) children are effectively safeguarded; and</p> <p>(b) the conduct of the home promotes children's well-being.</p> <p>(Regulation 44(4)(a)(b))</p>	28/07/2017

## Recommendations

- The registered person should have a workforce plan which can fulfil the workforce-related requirements of regulation 16, schedule 1 (paragraphs 19 and 20). The plan should be updated to include any new training and qualifications completed by staff while working at the home, and used to record the ongoing training and continuing professional development needs of staff – including the home's manager. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)

## Inspection judgements

### Overall experiences and progress of children and young people: good

Since the last inspection, one young person has left the home in a positive and planned manner. Leaders identified suitable adult provision for the young person in their organisation with people who already know him well. Staff managed the transition sensitively and suitably prepared him for the change. Staff arranged for the young person to spend time in his new home and helped him to settle into his new surroundings. Staff have continuing positive contact with him. One young person has moved into the home. Leaders visited him at home and worked closely with his family to ensure that they had a detailed understanding of his routines and needs. The young person has also settled well into his new home.

All young people are registered with local healthcare services and any appointment needs are met. Staff are proactive in ensuring that young people are referred to appropriate services to promote good physical and mental health. Some young people are outside of their healthy weight range and the service has not yet sought support from external healthcare professionals to monitor and address this sensitively. A requirement is made to ensure a renewed focus in this area.

Young people are supported to make choices about the care that they receive in their preferred method of communication. This includes how their bedrooms are personalised, the food they eat, and their daily routine. Staff assist young people to become more independent, develop social skills, and access important community resources. One young person who was unable to go out shopping, is now able to choose his own clothes. Another young person has made significant progress in being able to interact with others. His ability to express himself and socialise with peers has increased considerably. This has had a positive impact on his self-esteem and sense of belonging. One young person has had difficulties in understanding his gender identity and sexuality. He has been supported by staff with input from child and adolescent mental health services to understand his feelings and become happy and comfortable with his own identity. The young people said, 'I like it much better here. I can be myself.'

Young people enjoy a variety of day trips and activities, which recently includes swimming, the beach and the cinema. Some young people have been on a forest park holiday, which broadened their experiences and helped to strengthen the bonds they

have with staff and each other. One young person attends a regular youth group in the community which aims to provide support with issues related to gender and sexuality. It has enabled the young person to develop positive relationships with peers and has increased his confidence and ability to socialise in the community.

Staff ensure that young people are able to have meaningful contact with their families. They work closely with parents and carers to provide consistency of care for young people. One parent said about the home, 'It's probably one of the best experiences I've ever had. He has come on so much, and I have adopted their practice at home.' Staff have organised an independent visitor for one young person who is unable to have contact with his family. This demonstrates that staff ensure that the rights and entitlements of young people are respected, and provides the young person with a close and trusted relationship with someone who is completely independent of the home.

### **How well children and young people are helped and protected: good**

All young people have individualised assessments that clearly identify any risks to their safety. The service has recently introduced a revised approach to behaviour management that emphasises the need for a positive response to any incidents of challenging behaviour. Young people who have autistic spectrum disorder are encouraged to self-regulate their emotions. Staff do not physically restrain young people unless there is a very clear need to prevent harm to young people or others. The techniques that are used to help young people to manage anxiety and distress are based on distraction methods or retreating, while providing young people with a safe and supervised environment to process their feelings.

One young person has recently had a reduction in his medication which has resulted in his behaviour becoming more challenging. Leaders and staff have worked closely with a behaviour management specialist in the organisation to evaluate incidents, review the young person's plans carefully, and provide appropriate strategies to respond to his evolving behaviour. His social worker said, 'They are managing this really well.'

There have been two incidents of self-injurious behaviour in the home. Staff have responded appropriately and arranged external support to help the young person learn to process difficult feelings. This behaviour has stopped, which is excellent progress. There has been one incident where a young person's behaviour placed them and others at risk of harm. The setting's response to this incident was very well managed and risk management plans were reviewed robustly to ensure the young person's safety and welfare in the future. However, the service did not notify Ofsted as required in regulation and a requirement is made to address this matter.

The physical environment in the home is well maintained and regularly monitored for hazards. Young people are supervised in accordance with their individual plans agreed with placing authorities. The service effectively prioritises the increased safety needs of young people who have disabilities and a limited awareness of danger.

## **The effectiveness of leaders and managers: good**

The manager of the home is suitably qualified and experienced in providing residential care for young people. He is supported by a very experienced deputy manager. They work together to ensure that the needs of young people remain at the centre of practice in the home. Staff report that they feel well supported, the service is well managed, and they are happy in their roles. On occasions, supervision has not taken place at the frequency stated within the organisation's policy. A requirement is made to address this matter.

All of the staff are either qualified or enrolled on suitable diploma programmes to enhance their knowledge of providing a good standard of care for young people. Staff have accessed a varied training programme which provides them with the additional skills they need to meet the complex needs of the young people at the home. The workforce development plan in place to monitor the development of staff was not updated to reflect the most current information. A good practice recommendation is made to enhance this monitoring system.

The manager has a good insight into the service's strengths and development areas and has fully met the requirements made at the last inspection. He has strengthened the processes for gathering the views of stakeholders and has evaluated and reported on this feedback. The service is providing good quality of care that is meeting the aims and objectives as detailed within the statement of purpose. The independent visitor to the home produces a monthly report. This does not routinely provide a conclusion about whether young people are effectively safeguarded and if the conduct of the home promotes their well-being. A requirement is made to address this shortfall.

The manager is focusing his efforts on learning from good practice in other homes. He is implementing an improved approach to behaviour management practice and evaluation. Effective care planning and working closely with other agencies is securing good progress for young people across all aspects of their development. One social worker said, 'I am always really pleased with them and the way they deal with issues. It is very homely and all the staff are caring.'

## **Information about this inspection**

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the difference made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it

meets the core functions of the service as set out in legislation, 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'.



## Children's home details

**Unique reference number:** SC481295

**Provision sub-type:** Residential special school

**Registered provider:** Imap Centre Limited

**Registered provider address:** Imap School, Barrowmore Estate, Barnhouse Lane, Great Barrow, Chester CH3 7JA

**Responsible individual:** Martin McKeivitt

**Registered manager:** Stephen Wilkinson

## Inspector

Nicola Thomas, social care regulatory inspector

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