

1240753

Registered provider: Care 4 Children

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The children's home is one of a number of homes that are operated by a private organisation. It is registered to provide care and accommodation for up to four young people who have emotional and/or behavioural difficulties.

Inspection dates: 30 to 31 May 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 **requires improvement to be good**

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

Date of last inspection: 2 March 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 feel safe living here and risky behaviour, such as criminal activity and substance misuse, are significantly reducing.

- Young people are making good progress from their starting point. In particular, they are attending education provision for the first time in many years.
- Young people have good relationships with staff. They identify staff who they feel comfortable with and would share their thoughts with.
- Young people benefit from specialist psychological intervention from trained professionals.
- Young people are central to the running of the home. Their voice is regularly heard through meetings, direct work sessions, feedback forms and daily conversations with the staff.
- Partner agencies and parents are positive about the care and support their children and young people are receiving.
- Contact arrangements are well supported, and parents come to the home and make meals with their children and the staff.

The children's home's areas for development

- The aims and objectives of the statement of purpose must be adhered to by the management team.
- Monitoring systems must be improved to ensure the quality of recording.
- Staff who are leading shifts must have substantial experience.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/03/2017	Full	Good

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.

Requirement	Due date
<p>13. In order to meet the leadership and management standard the registered person enables, inspires and leads a culture in relation to the children's home that–</p> <p>(2)(c) ensures that staff have the experience, qualification and skills to meet the needs of each child and</p> <p>(e) use monitoring and review systems to make continuous improvements in the quality of recording information.</p>	29/06/2017
<p>16. Statement of purpose:</p> <p>(5) The registered person must ensure that the home is at all times conducted in a manner which is consistent with its statement of purpose. Specifically, that all admissions to the home are done so in accordance with the statement of purpose.</p>	29/06/2017

Recommendations

- Ensure that the shift leaders have substantial and relevant experience. ('Guide to the children's homes regulations including the quality standards', page 54, paragraph 10.21)

Inspection judgements

Overall experiences and progress of children and young people: good

This home provides a safe environment for young people who have previously been involved in high-risk behaviours that have put them in harm's way. Since living here they have made good progress and no longer engage in risky behaviours, such as gang activity. They are attending school for the first time in many years, enjoying activities and have recently taken part in a creative arts programme. This helps to build self-worth and confidence.

There are good relationships developing between young people and the staff. They

engage in activities together and enjoy each other's company. They are seen chatting and joking together and are relaxed. Young people talk openly about the staff and highlight those who are the best cooks. They feel confident to raise any complaints or worries they may have.

Care-giving to young people includes clear routines and boundaries and a behaviour management system that encourages positive behaviour through reward. This helps young people to feel more secure as they know what to expect on a day-to-day basis. Moreover, any challenging behaviour is well managed and there are very few incidents of physical restraint.

The staff take young people's views, wishes and feelings into account in the running of the home. Various methods of consultation are used to ensure young people have a voice. They choose activities, food and décor, and their opinions about staff are sought to inform the development of the home. Photographs show staff and young people enjoying time together and having fun.

Young people are in good health. They are registered with appropriate healthcare services and attend all necessary appointments. They are encouraged to eat healthily and to exercise. They receive regular therapeutic input and support in relation to all aspects of their health and well-being. A clinical and forensic psychologist leads this specialised model of work.

Young people's cultural and religious needs are well met at the home and they have access to local faith organisations. Moreover, the diversity of the staff group supports the value of exploring and learning about different religions, cultures and beliefs. They live in a homely environment akin to a family home. It reflects young people's interests. For example, they have a pool table, music recording facilities and an outdoor games area, which they thoroughly enjoy.

The staff support young people to stay in touch with their families and have a good understanding of their background history and relationships. Practical arrangements are fully supported and the staff transport and accompany young people to see their family members. Staff work proactively with parents and placing authorities to ensure contact is safe and enjoyable. Young people's parents come to the home to see their children and make meals together.

A warm welcome is part of the introduction to the home, alongside a children's guide explaining how the home runs. One young person who is new to the home confirms he received the guide. Two placements have ended since the last inspection. One young person returned home successfully as planned, but another placement ended due to staff having difficulties in managing this young person's behaviours. Moreover, this young person did not receive a planned introduction to the home in accordance with the home's statement of purpose. Despite this, other young people are settled and happy living here.

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

Young people confirm that they 'feel safe' living here. Risk-taking behaviours, such as criminal activity, incidents of young people going missing from home and substance

misuse, have reduced significantly, making young people safer. Furthermore, detailed risk assessments identify individual risks and strategies to minimise risks to young people. These are shared with partner agencies.

All staff have regular training in safeguarding, and understand how to protect young people. They also understand the risks the internet poses to them. Organisational policies and procedures are also in place to guide staff practice. In addition to this, an experienced mentor, who is part of the clinical and forensic psychology team, is in place to support young people in reducing their risk of reoffending.

Staff have a good understanding of young people's needs and have developed strategies to manage their individual behaviours effectively. As a result, sanctions and physical intervention are not used excessively. Staff are fully trained in a recognised technique to safely hold young people if needed. The respectful relationships, alongside boundaries and guidance by staff, help young people to take positive responsibility for their actions.

Serious incidents are notified to Ofsted and the appropriate agencies to share information and protect young people. There has been an increase in these incidents recently, resulting in a young person receiving a caution for damage to the home. These incidents are reviewed by the manager to learn and improve.

Young people live in a physically safe environment where they are protected by well-managed health and safety procedures. Trained experts assess and review fire safety and health and safety matters.

The effectiveness of leaders and managers: requires improvement to be good

This home is managed by an experienced and qualified registered manager. He is supported by a recently promoted deputy manager. Together they set a child-centred ethos and strive to do their best for young people. The statement of purpose for the home is clear. Despite this, a young person was admitted to the home without a robust planned introduction and contrary to the aims of the home. This placement ended unsuccessfully, and the management team has learned from this.

The majority of staff do not hold a suitable qualification relevant to their role, although they are all working towards achieving this. Also, there are staff leading shifts who do not have substantial experience. The induction and training programme for staff has been thorough and, while they are all part of a newly forming staff team, they are working well together and continue to provide consistent supportive care to young people.

Quality audit systems are in place but these have failed to pick up on poor recording by staff. This does not allow for a thorough appraisal of serious incidents. Moreover, the manager's investigation into this is also poorly recorded. The management team can confidently talk about the strengths and weaknesses of the home, and written plans are in place to develop the home further. The recommendations from the last inspection have been addressed.

Partnership working is effective. Regular updates are provided to social workers and parents if appropriate, to keep them involved and aware of the care and the progress of young people. Also, their feedback is gained and is positive about the care and

experience received by young people.

Staff spoken to enjoy their work and are complimentary of the management team and of their colleagues within the staff team. They also have regular training, supervisions and team meetings to keep them updated on emerging information. There are sufficient numbers of staff working here consistently to provide stability for young people.

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 differences 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 whom 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: 1240753

Provision sub-type: Children's home

Registered provider: Care 4 Children

Registered provider address: Riverside Park, Wallend Road, Preston, Lancashire PR2 2HW

Responsible individual: Ali-Raza Sarwar

Registered manager: Lance Jackson

Inspector(s)

Caroline Jones, social care inspector

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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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