

1249035

Registered provider: Care 4 Children Residential Services Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and run by a private company. It is registered to provide care for up to six children or young people who have emotional and/or behavioural difficulties.

Inspection dates: 23 to 24 August 2017

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: Not applicable

Overall judgement at last inspection: Not applicable

Enforcement action since last inspection

None

Key findings from this inspection

This children's home is good because:

- Young people receive a high standard of care that meets their individual needs and supports their progress. Young people, their relatives and external professionals report high levels of satisfaction with the service.
- Young people have positive relationships with staff and each other. This supports their emotional well-being and social development.
- Managers and staff encourage young people to share their thoughts and feelings about the home and their care.
- Young people are making progress with their education. Staff carefully monitor the educational progress of young people to ensure that they receive the support they need.
- Positive working with partner agencies promotes young people's safety and well-being.
- Staff have a good understanding of their responsibility to protect young people from harm, and a clear knowledge of safeguarding procedures.
- Young people receive positive support to assist them in developing safe, appropriate behaviours.
- Managers and staff receive a good standard of specialised training. This training has enabled them to understand all risks, and how they can provide support to young people in a safe manner.
- The home benefits from strong leadership provided by a registered manager who has clear expectations of high standards of care.
- The registered manager uses internal quality assurance processes effectively so that standards and safety are consistently monitored.

The children's home's areas for development:

- The registered manager should ensure that there are clear risk management plans in place when a risk to the safety and well-being of a young person is identified.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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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>The protection of children standard</p> <p>The protection of children standard is that children are protected from harm and enabled to keep themselves safe.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff—</p> <p>assess whether each child is at risk of harm, taking into account information in the child's relevant plans, and, if necessary, make arrangements to reduce the risk of any harm to the child.</p> <p>(Regulation 12(1)(2)(a)(i))</p>	22/09/2017

Recommendations

- An effective introduction to a home will take into account the child's abilities and capacity to understand and retain information. Such an introduction may take place over a period of time and may be delivered in different formats according to the child's communication and cognitive abilities. The registered person should ensure that staff establish the child's understanding of key information about living in the home and the expectations of their care in order to establish whether there are gaps in the child's understanding. ('Guide to the children's homes regulations including the quality standards', page 57, paragraph 11.8)

Inspection judgements

Overall experiences and progress of children and young people: good

Young people who live in this home receive high standards of care and support, which are tailored to their individual needs. The care young people receive enhances their day-

to-day lives and strongly supports their overall progress. Feedback from young people and people who are important to them is consistently excellent. A young person said, 'I know I am doing really well and the more I do well, the more I want to try even harder.' A family member said, 'It's like they (staff) have took him under their wing and are really helping him. Not just for now, but for his future.'

Young people have developed secure and trusting relationships with the staff team. They speak very highly of staff and express confidence in them. The staff know young people well and take time to understand the things that are important to them. Young people engage well with staff and each other, which has enhanced their social and emotional development.

Young people's views and opinions are valued. They are strongly encouraged to express their thoughts, and are enabled to do so in a number of ways. For example, young people are invited to choose activities and menus during their weekly meetings and there is evidence to demonstrate that their choices are carried through. During one of the weekly meetings young people said they would like to go to the zoo and a theme park. Staff arranged both activities. A young person, although not vegetarian, had expressed a wish to try a meat-free burger and staff facilitated this.

Young people are encouraged to talk about their day-to-day care. They are able to do this through direct discussions with staff or via the home's weekly multidisciplinary team meeting. Young people use this regularly. One young person recently submitted a question regarding his GCSE programme. This was responded to in an effective manner. The registered manager arranged for an independent advocate to support two young people so that their views can be represented. Listening to young people's views and acting upon them ensure that young people have a say regarding issues that are important to them; this lets them know they are valued.

Staff help young people to maintain important relationships. Staff are aware of the importance of family contact and facilitate this in line with each young person's care plan. Family members and a social worker were very complimentary about this aspect of support. A social worker described the home as the most flexible they had worked with in respect of facilitating contact. A family member described receiving valuable emotional support from the registered manager and staff. She said, 'They have not only supported [Name of young person], but me as well. They have put me in touch with more help. They have been absolutely amazing.'

Each young person benefits from a clearly structured therapy programme throughout their stay at the home. The programme is delivered in several distinct phases, which are designed to address specific areas of need. An in-house therapist oversees the programme and works directly with young people. She also works with the staff team to provide advice and guidance. This support ensures that staff follow the therapy programme.

Staff support young people to meet their health needs. Young people's routine and specific healthcare needs are managed effectively in partnership with the community

healthcare service. One young person was in the process of having orthodontic treatment when he moved to the home. The registered manager arranged for the young person to attend the same service, so that he benefits from continuity of care.

Young people and their families speak extremely positively about the support provided by staff to help them learn about, and adopt, healthy lifestyles. Young people regularly attend the gym, take part in spinning classes and enjoy active pastimes. A relative of a young person said, 'He never did anything like that before. I think all the exercise has really helped him. He is calmer and happier and he is looking really well.' Healthy eating is also encouraged. One young person said, 'We don't have any junk food here. It is all home cooked and healthy.'

Young people are making excellent progress in their education. The home benefits from an on-site school and extremely close links with education staff. Weekly meetings take place between the home and school staff, to ensure that young people continue to receive the support they require. Both young people who attend the school have achieved 100% attendance. They have received support to catch up with important work they may have missed due to previous disruptions in their education. This means young people are on track to commence their GCSE programmes in September. They are both very positive about the support provided, and are looking forward to the new school term.

Staff show high ambition for young people and encourage them to engage in a variety of positive activities. As a result, young people have regular opportunities to have fun and learn new skills. Young people talked about a variety of days out they had enjoyed, to places such as Ingleton Falls, Bolton Abbey and Chester Zoo. Young people also spoke about the new skills they have acquired within the home. In the garden area, staff had worked with young people to plant potatoes, tomatoes and a whole variety of vegetables and herbs, which they had tended and then used for cooking. Another young person also commented that he had learned to play chess and was enjoying regular matches with the staff. The support that young people receive to learn new skills helps them to develop their confidence, and promotes their self-esteem.

Most young people benefit from a well-planned introduction to the home, and are welcomed to the home in a sensitive way. The managers complete thorough assessments prior to young people moving into the home. This ensures that the home is the right placement and can meet the needs of the young person. However, the admission of one young person was not well managed, as they were not given the opportunity to visit the home or meet staff before moving in. A recommendation is raised in relation to admission procedures, to ensure that all young people benefit from a well-planned introduction.

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

Young people receive effective care, which helps to keep them safe and protects them from harm. Young people feel safe and secure in their surroundings and confirm that

they feel able to raise any concerns or worries with staff.

There are specific identified risks associated with the care of the young people who live in this home. The registered manager and staff receive a good standard of specialised training. This training has enabled them to understand all risks, and how they can provide support to young people in a safe manner. The registered manager works closely with relevant agencies to help ensure that young people are safeguarded effectively.

Staff demonstrate clear understanding of the young people and the risks associated with their care. Young people who live at this home engage in a set programme, which initially includes some restrictions in their day-to-day lives. The registered manager takes action to ensure that any restrictions are proportionate and regularly reviewed. This helps to protect young people's rights.

Each young person has a range of risk assessments in place, which identify more general risks that they may face on a day-to-day basis. For most young people, clear risk management plans are in place, providing staff with detailed guidance on how to maintain their safety. However, this inspection identified some shortfalls in relation to the risk management plan for one young person. This did not contain sufficient detail about all potential risk. This means that staff may not have sufficient information and guidance to maintain young people's safety and well-being. A requirement is raised in relation to this matter.

Staff receive training and clear guidance on the action they must take to safeguard any young person who is missing from the home. Individualised protocols help to ensure that any specific risks associated with young people being missing are understood. There have been no incidents of young people being missing or absent from the home since it began operating. There are clear plans for staff to follow if a missing-from-care incident occurs. This ensures that all staff are aware of the actions to take to protect young people and others.

All staff benefit from training in safeguarding as part of their inductions. This training is regularly updated on an ongoing basis, to help ensure that staff retain their knowledge. Staff demonstrate a clear understanding of safeguarding procedures and their responsibility to protect young people from harm. Staff express confidence in the home's whistle-blowing procedures and in the registered manager's ability to deal with any concerns appropriately. The home has effective links with external agencies and clear reporting procedures help to ensure that any concerns about a young person's safety are promptly escalated.

Staff receive training in recognised behaviour support techniques. Staff understand young people's emotional responses and, as a result, are able to de-escalate potentially volatile situations before they reach crisis point. There have been no incidents where staff have been required to physically intervene to safeguard a young person. This further demonstrates the ability of staff to support young people to develop safe and appropriate behaviour. The home's behaviour management support procedure includes

the use of consequences to assist young people in recognising the impact of negative behaviours. However, to date there has been no cause to use them.

Careful recruitment procedures mean that all prospective employees are required to undergo a range of background checks prior to being offered a post. These include a full employment history check and police record checks. This minimises the risk of young people being exposed to adults of unsuitable character and therefore helps to safeguard them.

Young people are provided with a good standard of safe accommodation. The registered manager regularly carries out a range of environmental audits and health and safety checks, which enable her to identify potential safety issues and address them quickly. The registered manager also has access to a health and safety adviser for ongoing support and guidance. This helps to protect young people's safety and well-being.

The effectiveness of leaders and managers: good

The home benefits from the leadership of a suitably qualified registered manager, who is highly experienced and has specialist knowledge about the complex needs of young people who live in this home. The registered manager shows strong ambition for the young people and has clear expectations that they should receive a high standard of care.

The registered manager confirms that she receives regular supervision and adequate resources to run the home in a safe and effective manner. She also benefits from regular opportunities to meet with other registered managers in the organisation. These opportunities provide time to share good practice and learning.

The registered manager works positively with young people's families and external professionals to ensure that young people receive responsive care that meets their individual needs. Stakeholders speak highly of the registered manager and express satisfaction with the way the home is managed. One relative described the registered manager as 'absolutely fantastic', and said she had been exceptionally supportive.

The registered manager has a clear understanding of young people's needs and carefully monitors their progress on an ongoing basis. Multi-disciplinary meetings take place on a weekly basis between the registered manager, education staff and clinical staff. This provides an opportunity to assess all aspects of the young people's development. All significant incidents are reviewed. This helps to ensure that young people receive care that meets their individual needs on a consistent basis.

Staff are well motivated and describe a supportive environment within which they are able to express their views and share any concerns. Staff speak highly of the registered manager and confirm that they receive regular supervision. During these sessions, staff are able to discuss areas such as training and personal development, or any other concerns they may have.

There is a comprehensive training plan in place, which starts with a detailed induction. New employees benefit from a range of training opportunities, before working with young people. This includes mandatory learning such as safeguarding and positive-behaviour support. Two staff who had recently completed their inductions felt it had been very useful, and equipped them well for their roles.

The registered manager closely monitors staff training to ensure that targets set through the workforce development programme are achieved. All staff are encouraged to complete nationally recognised qualifications in caring for young people and complete a range of learning in line with young people's needs. These arrangements mean that staff have the necessary knowledge and skills to provide safe, effective care.

There are processes in place to ensure that any serious or significant incidents are reviewed by the registered manager and by senior managers from the organisation. This means any potential learning is identified. The registered manager uses internal quality monitoring systems in an effective manner. This enables her to ensure that young people continue to receive a safe, effective service.

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: 1249035

Provision sub-type: Children's home

Registered provider: Care 4 Children Residential Services Ltd

Registered provider address: Care 4 Children, 1 Stuart Road, Bredbury Park Industrial Estate, Bredbury, Stockport SK6 2SR

Responsible individual: Joyce Masson

Registered manager: Rochelle Hey

Inspector

Marie Cordingley: social care inspector

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