

SC020133

Registered provider: Arnfield Care 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 eight young people who have emotional and/or behavioural difficulties. It provides short to medium-term placements. The home is owned by a private company. Education is provided on-site, and through outdoor education and camps.

Inspection dates: 14 to 15 November 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: 2 March 2017

Overall judgement at last inspection: sustained effectiveness

Enforcement action since last inspection:
None

Key findings from this inspection

This children's home is good because:

- Young people are happy living in this home. As a result they settle and make very good progress.

- Integrated education, therapy and outdoor activities promote holistic development.
- Young people regularly participate in a wide range of stimulating outdoor activities. This enables them to identify skills, talents and new interests.
- Young people receive care from resilient, highly experienced and skilled staff.
- Safeguarding practice ensures that young people are safe both within the home and when on outdoor activities.
- Leadership and management of this home continues to improve the lives of the young people placed in their care.

The children's home's areas for development:

- Medication practice needs to be strengthened. This is with particular regard to the administration of medication when on camping activity.
- The provider needs to ensure that young people and staff have separate bedrooms when taking part in camping activities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/03/2017	Interim	Sustained effectiveness
09/11/2016	Full	Outstanding
26/01/2016	Interim	Sustained effectiveness
18/08/2015	Full	Outstanding

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
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. In particular the registered person must ensure that medicines kept in the home are stored in a secure place so as to prevent any child from having unsupervised access to them. (Regulation 23 (1)(2)(a))	11/12/2017

Recommendation

- Children should have separate bedrooms and should not share a bedroom with an adult. ('Guide to the children's homes regulations including the quality standards', page 16, paragraph 3.19)

Inspection judgements

Overall experiences and progress of children and young people: good

This home is highly effective in promoting young people's progress. Young people admitted to the home have clear care and placement plans. Plans are child-focused and address individual needs. They are regularly reviewed. Consequently, staff have clarity about how to meet young people's needs.

The home has a strong commitment to promoting diversity and equality. Staff recognise young people as individuals, with their own unique talents and skills. Social workers were unanimous in stating that this home is highly effective. They said that young people make progress in line with their individual potential.

A key characteristic of this home is the use of outdoor activities to promote learning and personal development. The home provides outdoor education for young people very effectively. Young people take part in a range of stimulating activities. These include abseiling, camping, caving, rock climbing and mountaineering, off-road cycling, surfing, and canoeing. In addition, young people take part in expeditions

throughout Britain. They are supported by both care staff and qualified outdoor activity instructors. These activities promote improved self-confidence, team work and risk awareness. Young people can immerse themselves in activities which challenge their abilities. This means that young people develop improved self-awareness.

Young people make excellent educational progress. The provider has its own on-site school. In October 2016, Ofsted judged the school as good, with outstanding features. Young people have a challenging programme of education. Care and teaching staff have high aspirations for all young people. Social workers confirm that young people who had previously not attended school now have 100% attendance and are motivated to learn. As a result, they progress to colleges, employment and voluntary work. These combined factors enhance young people's life chances.

Staff promote the physical health needs of young people in the same way as a good parent. They encourage healthy living, nutritious diets and balanced routines. All young people are up to date with health appointments. When young people smoke, or have used drugs or alcohol, staff ensure that they have education and cessation support. This results in improved health. A psychologist visits the home and provides consultation for staff. She also undertakes direct work with young people, as required. When needed, staff access the local child and adolescent mental health service. These services provide young people with the opportunity to discuss their emotional and psychological well-being. This supports improved mental health.

A strength of this home is the commitment and skill of the current staff team. They are consistently clear with young people. They challenge unacceptable behaviours. Staff have an open dialogue with both individuals and the cohort of young people. This honesty strengthens relationships and means that young people feel secure. Young people confirm that they have good relationships with staff. One young person said: 'This home is brilliant. I have made really good progress. This is because staff are strict, but fair.' Another young person said: 'I am happy here. This is because of the staff.' Staff nurture and support young people. As a result, young people thrive and develop. They are enabled to focus on their education, positive activities and friendships.

All young people in this home live away from their own home communities. Each young person has their own independent advocate. Independent advocates visit the home and meet with young people. This ensures that young people are able to discuss any issues that may be affecting them within, or outside, the home. In addition, young people have their own guide to the home which outlines how to make a complaint. It lists useful telephone numbers. Young people have access to their own telephone. This enables them to raise concerns or complaints with relevant agencies without seeking the permission of staff.

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

All young people placed in this home were at high risk of harm prior to placement. On admission to the home, risks are well understood. Plans are put in place to minimise risk. Risks are reviewed, and strategies to protect young people are adapted to meet needs. Since their admission to the home, risk-taking behaviours have significantly reduced for all young people.

When safeguarding incidents occur they are well managed. Staff work in accordance with safeguarding policies and guidance. An example of this is allegations against staff. Managers have liaised with the designated officer and are following appropriate procedures for managing allegations. Leaders and managers have commenced an independent investigation of the allegations to establish the facts. During this process, young people are supported to manage their feelings.

Incidents of young people going missing from the home are rare. When this does occur, staff take appropriate action and adhere to protocols to safeguard young people. They are proactive, and actively locate young people and return them to the home. One social worker made the following comment about a young person: 'In her previous placement she had a huge number of missing episodes. Since being in this home, she has not had any missing episodes. This is a significant improvement in terms of her safety.' Staff are skilled in minimising risk and keeping young people safe.

Staff have a wide range of safeguarding training. This is delivered by a highly experienced training consultant. Training includes raising awareness of, and responding to, radicalisation, sexual exploitation, self-harm, and gangs and groups. There is a wide range of additional training available to staff. This training provides staff with a good awareness of safeguarding issues. This means that they can respond to a wide range of potential child protection issues.

A recent medication error led to the hospitalisation of a young person. This incident happened when staff and young people were on a camping trip. A young person accessed medication, which was accessible due to it not being securely stored. This was contrary to the home's medication policy. Since this time, managers have reinforced the medication policy and practice with the staff team.

Outdoor activities are managed and coordinated by the head of education. All activities, sites and locations are meticulously risk assessed. Activities are led and monitored by skilled and experienced outdoor activity instructors. Young people stay away from the home and are housed in cottages, caravans, chalets and camping barns. This inspection identified that although all camps are risk assessed, a young person and a member of staff of the same gender shared a bedroom. This was at the young person's request. This practice is not appropriate. When young people have difficulty settling at night, the sharing of bedrooms is not a safe solution. Alternative procedures need to be put in place in order to safeguard both young people and adults.

The safety of young people, staff and visitors to the home is a priority. Routine health and safety, maintenance and fire checks ensure that the home is a safe environment. The home has an up-to-date location risk assessment. This outlines risks in the local area, including environmental risks and levels of crime.

The effectiveness of leaders and managers: good

The registered manager is suitably experienced and qualified to manage this children's home. The registered manager works alongside the responsible individual and an assistant manager. The combined leadership and management team is extremely effective. Its members have excellent levels of knowledge in relation to meeting the needs of young people in residential care. This promotes effective partnership work with social care colleagues.

Managers have taken action to address the shortfall from the last inspection. Physical intervention records now include the views of young people. This means that young people have their say about the use of restraint.

The registered manager sets high standards for her management and staff team. She is clear about the strengths and weaknesses of the home. Development plans are ambitious, and show a drive for continual improvement.

The registered manager has a fluent working knowledge of the young people, their needs, risks and progress. She is unafraid to challenge social care agencies when she feels decisions are not in the best interests of young people. She is highly regarded by the young people, who express respect towards her leadership.

Supervision, appraisals and induction arrangements are strong and consistent. This means that staff are supported and their professional development and performance is monitored. Training programmes are comprehensive, and staff have regular training. They benefit from a broad range of training topics. This means that they have the knowledge and skills to meet the specific needs of young people.

Quality assurance of the home is robust. An independent visitor conducts monthly visits to the home. These visits include consulting with young people, staff and professionals. Additionally, the registered manager undertakes internal quality assurance reviews. These are detailed, and evaluate what is working well and areas needing improvement.

The home is fully achieving its aims and objectives, as defined in the statement of purpose.

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: SC020133

Provision sub-type: Children's home

Registered provider: Arnfield Care Limited

Registered provider address: Brookbank House, Wellington Road, Bollington, Macclesfield, Cheshire SK10 5JR

Responsible individual: Wayne Relf

Registered manager: Elaine French

Inspector

Amanda Ellis, social care inspector

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, further education and skills, adult and community learning, and education and training in prisons and other secure establishments. It assesses council children's services, and inspects services for looked after children, safeguarding and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 1231, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit <http://www.nationalarchives.gov.uk/doc/open-government-licence>, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at <http://www.gov.uk/government/organisations/ofsted>.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: <http://www.gov.uk/ofsted>

© Crown copyright 2017