

1250915

Registered provider: Meadows Care Ltd

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

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

Inspection dates: 21 to 22 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 **outstanding**

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

Date of last inspection: This is the home's first inspection'

Overall judgement at last inspection: Not applicable

Enforcement action since last inspection: Not applicable

Key findings from this inspection

This children's home is good because:

- Young people's life opportunities are significantly enhanced by the quality of care that they receive. They benefit from stable relationships with a supportive and nurturing staff team.

- Young people's individual interests are encouraged and broadened. Recent activities include attending youth clubs, trampolining, and trips out shopping or to the cinema. Young people are trying new opportunities, which widens their social experiences.
- Young people recognise that staff care about them, and do everything they can to help them to stay safe. As a result, they experience improvement in their emotional well-being as well as their safety.
- Young people are supported and encouraged to improve their behaviour. They benefit from clear boundaries and expectations, which are consistently applied by all staff.
- The registered manager demonstrates expertise and enthusiasm and places young people at the centre of his practice.
- The staff said that they are well supported in their roles by the manager and have regular supervision and team meetings. They participate in regular training. This ensures that they are well equipped to meet the individual needs of any young person placed in the home.
- The manager and staff team develop very strong relationships with professionals involved with the care and support of the young people.
- Monitoring systems are rigorous, and there is a clear focus on driving improvement and maintaining high standards of care. The registered manager provides strong leadership and is an effective role model, and this is mirrored in the staff team.

Inspection judgements

Overall experiences and progress of children and young people: good

Young people benefit from being cared for by a committed team that prioritises their needs and welfare. The manager and staff team know young people well and have high aspirations for them. The staff team continually strives to improve young people's lives. As a result, young people are making good progress and enjoy settled placements.

Young people benefit from well-planned care, which is personalised to their individual and specific needs. Relationships developed between young people and the staff team are a key strength of the service. This is because young people are supported by a team of motivated and competent staff who have genuine aspirations for them to achieve their full potential. Young people spoken with during the inspection confirmed that they have good relationships with staff. One young person said, 'Staff are great, you will never be judged. The staff help me to recognise my feelings and behaviours, and they are all friendly and nice.'

Care professionals spoke highly of the home, the efforts of staff and the progress made by young people. Comments included:

- 'I have nothing but praise for this home. The staff team are totally dedicated to [young person's name]. They are well aware of her needs and manage her behaviour and routines in accordance with her complex care plan. The staff are all very approachable and appear to have a great rapport with her.'
- 'The manager does a fabulous job of managing a very professional and committed team.'
- 'The staff have excellent insight into the needs of young people. I am really happy with the progress [young person's name] is making.'

There is strong evidence that education is highly valued and promoted by staff. There is an aspirational culture within the home that helps young people to aim high. This means that young people are given every opportunity to thrive educationally. On occasions, when young people have difficulties attending, or within, school, staff take action and barriers to learning are managed and addressed in conjunction with teachers. This shared approach ensures that young people are aware that professionals are working together in their best interests.

Young people engage in suitable activities, and this is an integral part of the home's therapeutic approach. These are often led by young people in their chosen interests, for example going to a youth club, having movie nights with staff, and trips to local leisure facilities. These experiences promote confidence and enhance social skills, as well as providing young people with similar experiences and opportunities as their peers.

Carefully planned and agreed arrangements are in place for young people to visit their family or for their family members to visit them. This ensures that young people who live a long way from their family home are able to maintain positive contact with their

relatives. Staff fully support these arrangements, and this enables young people to maintain their heritage and cultural background.

Young people's wishes and feelings are central to how the home is run. Consultation and communication within the home is good. Staff and young people were observed discussing issues and planning activities together throughout the inspection. Staff ensure that time is set aside for individual sessions, and they ensure that young people have regular opportunities to make choices on daily life in the home. As a result, young people have every opportunity to express their views and do so on a regular basis.

Young people live in a home that provides them with a high standard of accommodation and facilities. It offers a large amount of space, inside and outside, and is set in a rural location. Young people personalise their bedrooms and communal areas and, more recently, have purchased pets. This has helped make the house feel like a home where young people feel a real sense of belonging.

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

Young people become increasingly safe in this provision. This is because they have a stable and competent staff team that fully understands safeguarding policies and procedures.

There is a caring atmosphere throughout the home, and young people are motivated by the praise and rewards that they receive for their achievements, no matter how big or small. Young people confirmed that the rules are 'fair', and that the individualised incentives plans help support positive behaviour.

Risk assessments are thorough, insightful and individualised. They are regularly updated, and reflect the complex and diverse needs of each young person. Staff are vigilant in their supervision and observations of young people, and this significantly reduces known risks and potential hazards. Regular evaluation of risk also ensures that staff are aware of any changes to agreed risk management strategies. These measures further promote young people's welfare and well-being.

Some young people come to the home with long-established histories of very high-risk behaviours in relation to going missing from home and anti-social behaviour. Staff have a detailed understanding of those risks and have effective risk management plans in place to address them. As a result, young people choose not to run away from the home, do not take drugs, and they enjoy settled placements.

Child protection concerns are addressed effectively. Staff have a clear understanding of safeguarding procedures and know what action to take in the event of allegations, suspicion of abuse, or unsafe practice. Various professionals confirmed that the organisation is transparent and that concerns are reported appropriately. Procedures are in place to ensure that any investigation or concerns about staff practice are handled fairly, quickly and in consultation with appropriate external agencies. This provides

effective protection for children and young people.

The home uses safe recruitment processes to ensure that any person employed to work at the home does not present any known safeguarding risk to young people.

The effectiveness of leaders and managers: outstanding

Young people benefit from living in an effectively managed home. The registered manager is enthusiastic, committed and a passionate leader who places the welfare and safety of young people at the heart of his practice. Excellent leadership and management ensures that the staff team is well trained and motivated to drive the service forward and achieve improved outcomes for young people. The manager has invested heavily in the team, and his enthusiasm and commitment has helped to inspire staff and shape the overall ethos of the service.

The manager and staff champion the young people's needs and work tirelessly to make sure that they get the best opportunities to achieve their potential in all areas. They share strong links with key professionals to ensure that young people benefit from a holistic package of care. Professionals are consistently positive about the home's effectiveness. They confirmed that staff work as part of a team which contributes to the progress that young people are making.

The registered manager has a comprehensive understanding of what the home does well. He maintains a thorough oversight using a range of effective strategies for monitoring young people's progress, staff practice and the general performance of the home. Robust action is taken to address any identified shortfalls, demonstrating a strong commitment to an improvement agenda.

The registered manager has confidence in the staff team members. He recognises they form a competent workforce that provides stability for young people, and he is keen to support their continued practice development. Staff reported reciprocal confidence in the manager and have high levels of satisfaction in the level of support that they receive. Supervision and appraisal are delivered regularly and meaningfully. The manager ensures that the staff team members receive specialist support from the therapy team. This further strengthens the home's therapeutic approach and ensures that the staff team is well equipped to support young people.

New staff reported positively about the induction process and said that they feel well supported in their role. Most members of the staff team are experienced and competent in delivering high levels of care to the young people. Staff morale is high, and there is good communication between staff to ensure that care is consistent. The approach of the staff is professional, caring and committed, as confirmed by a number of professionals spoken with during the inspection.

The manager completes an annual development plan that clearly identifies goals, targets and aspirations for the young people accessing the service. The plan is realistic, yet

challenging, and serves as a positive indicator of the manager's commitment to driving the service forward.

There are no recommendations or requirements made at this inspection. This further demonstrates that the home is managed by a very effective and competent manager.

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: 1250915

Provision sub-type: Children's home

Registered provider: Meadows Care Ltd

Registered provider address: Egerton House, Wardle Road, Rochdale OL12 9EN

Responsible individual: Karen Brandon

Registered manager: Lee Matthews

Inspector(s)

Ceri Evans, social care inspector

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