

SC436826

Registered provider: CASC (Barrow) Limited

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately owned children's home is registered for up to four young people who may have emotional and/or behavioural difficulties.

Inspection date: 16 January 2018

Judgement at last inspection: Good

Date of last inspection: 16 May 2017

Enforcement action since last inspection:

None

This inspection

The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection

This home was judged good at the last full inspection.

At the interim inspection, Ofsted judges that it has improved effectiveness.

Managers at the home have worked hard to continue to improve the standard of care delivered to young people. There has been a high staff turnover since the last full inspection, and several new staff have been recruited. There is some impact on young people in respect of continuity; however, the manager now feels that a strong core staff team is in place and has implemented a plan to retain and develop this staff team. The recruitment of new staff has addressed the gender balance, which was a recommendation at the last inspection.

Two young people have moved out of the home since the last inspection. One was a positive move to a local foster placement and was the result of the young person making significant overall progress across all areas from the beginning of their placement several years ago. Another young person's placement broke down due to numerous external

factors coupled with some key staff leaving. The home recognised they were no longer able to meet the young person's needs, and he was discharged to a short-term placement until he could begin the residential school placement identified for him.

There were some bullying issues in respect of one new admission to the home. Staff recognised that bullying was occurring and put clear plans in place to manage and prevent bullying until the aggressor left the home. Additional staff were put on the staffing rota to ensure that the victim could have one-to-one support. A bullying plan was implemented which identified strategies for prevention. Work was undertaken with the aggressor which was detailed and positive, and the victim was taken for a week's holiday to remove her from the situation.

There have been several incidents of young people going missing from the home. These are mostly very short lived but are reported to the police due to the vulnerability of the young people. Staff follow the correct missing-from-home procedure for each young person, and records are clear and have sufficient detail. Independent return interviews take place for each missing episode. Through direct work, young people are beginning to understand their risks when missing from home.

Self-harm is an identified risk for some young people. Self-harm risks for one young person have reduced since her placement started, and staff have a good understanding of the impact of family contact on the likelihood of self-harm incidents. They also understand that she may use self-harm as a strategy when she feels she is not being listened to, particularly in respect of contact arrangements. Managers at the home have advocated on her behalf and arranged a meeting with the social work manager to discuss this. Managers have also challenged placing authorities appropriately when social workers have suggested punitive measures in response to self-harm incidents and daily room searches, which they feel to be unnecessary and unhelpful. They have additionally taken advice from the local self-harm awareness organisation about the best way to support the young person.

One young person admitted to the home has been assessed for child sexual exploitation risks. These risks were not identified at the point of placement. The home has worked extremely well, in partnership with external agencies, to ensure her safety. She now has a child sexual exploitation risk assessment in place, and professionals meet monthly to discuss her risks. Additionally, support from Barnado's, Women's Community Matters and child and adolescent mental health services are in place, and a referral has been made to the Birchall Trust. Direct work is regularly done with the young person to increase her own understanding of risk and personal safety, and this is beginning to have a positive impact.

Observations of staff and young people evidence nurturing and caring relationships. One young person was encouraged to show his pet snake, and another was encouraged to sing and read a story. Staff were attentive and interested. They listened to young people and praised their efforts and achievements.

Young people are supported very well to develop and maintain their interests and hobbies. One young person has musical talent and has a number of musical instruments.

Another is a talented dancer and gymnast. Prior to being placed at the home, she did not have the opportunity to nurture her talent through attendance at dance and gymnastics lessons, which she now goes to several times a week. The home has bought her a ballet barre to practise within the home. Another young person has received a present of a pet snake, which he takes a great interest in. Young people attend a high number of external clubs and groups and are meaningfully occupied and enthusiastic about their interests.

The three young people placed have been matched well and their individual risk areas do not have an impact on each other. They are of similar ages and share some interests and so can take part in activities together. Staff report very positive relationships between the young people. One young person reported that he was happy living with the other residents and was able to share some of his worries and concerns with them because they were supportive of him.

The home's manager has good support from managers from the wider company to help develop and improve the home. She has a very good understanding of the needs of the young people in the home. She understands the home's strengths and weaknesses and acknowledges that there has been a difficult period due to staff turnover and one young person's placement breakdown. Regular visits are undertaken by the independent visitor, and these have occurred each month, which addressed the requirement made at the last full inspection. The manager has reflected that the visits were not supporting her professional development nor making a significant contribution to improving standards within the home, and a new independent visitor has been appointed to address this.

Staff morale is reported to be good and staff feel valued and supported in their roles. The manager has developed the supervision format to enable staff to be more aware of issues having an impact on staff retention. Senior managers have also agreed to an alteration in the staffing structure and a change to the pay grades, which shows that they are committed to retaining and developing the staff team.

The home's interior has been upgraded. The kitchen and lounge areas have been redecorated, as have all the young people's bedrooms, which are individual and reflect the personalities of the young people who occupy them. The manager has further plans to convert a sitting area into a cinema room and redecorate the halls and stairways.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/05/2017	Full	Good
26/01/2017	Interim	Improved effectiveness
22/08/2016	Full	Requires improvement
02/02/2016	Interim	Sustained 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.

Requirement	Due date
<p>The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that helps children aspire to fulfil their potential and promotes their welfare.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that the home's workforce provides continuity of care to each child. (Regulation 13(2)(e))</p>	16/04/2018

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.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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: SC436826

Provision sub-type: Children's home

Registered provider: CASC (Barrow) Limited

Registered provider address: 125 Ramsden Square, Barrow in Furness, Cumbria
LA14 1XA

Responsible individual: Hilary Southward

Registered manager: Carly Holland

Inspector

Charlie Bamber, social care inspector

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