

1256658

Registered provider: Lytham Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run children's home can accommodate up to two young people who may have emotional and/or behavioural difficulties.

Inspection dates: 17 to 18 January 2018

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: This is the first inspection after registration.

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:

- The young person is making good progress from her starting point. A professional said that the young person receives excellent care at this home.

- The young person enjoys positive relationships with members of staff. She feels that staff have supported her to settle into the home and that staff involve her in decision-making about their care for her.
- Education is valued by staff and they have supported the young person to return to mainstream education. As a result, the young person is doing well and has ambitions for her future.
- The young person has become increasingly safe while living at this home. For example, incidents of her being reported missing from the home have significantly decreased.
- Close working with family members means that the young person is able to continue her relationship with people who are important to her.
- After the resignation of the registered manager, a new manager was quickly identified and she is currently making her application to Ofsted.
- A well-qualified and well-trained staff team cares for the young person.

The children's home's areas for development:

- The young person's risk assessments do not identify all known risks, while some risks have been identified that do not apply to the young person. This does not show that the acting manager is appropriately identifying relevant risks or that they are responding to emerging risks.
- Members of staff have not received formal supervision of their practice. Therefore, their knowledge, skills and practice are not appraised regularly. Further to this, the acting manager does not have a workforce plan that shows the arrangements for supporting members of staff in their role.
- Several documents and records have not been signed by a range of people, including the author, the acting manager, members of staff and the social worker. This omission means that it is not known whether everyone is in agreement with the plans.
- The acting manager has not used the home's safer area risk assessment to assess whether the location is suitable for the young person.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
First inspection after registration.		

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 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—</p> <p>that staff 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. (Regulation 12(1) and (2)(a)(i))</p>	28/02/2018
The registered person must ensure that all employees receive practice-related supervision. (Regulation 33(4)(b))	28/02/2018

Recommendations

- The registered person should review the appropriateness and suitability of the location and premises of the home at least once a year. ('Guide to the children's homes regulations including the quality standards', page 64, paragraph 15.1) In particular, the registered person must ensure that they consider the location review when undertaking impact risk assessments on new admissions to the home.
- Ensure that case records are signed and dated by the author of each entry. This includes ensuring that the manager, professionals and parents have signed essential documentation. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.3)
- The registered person should have a workforce plan which can fulfil the workforce related requirements of regulation 16, schedule 1 (paragraphs 19 and 20) ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.8)

Inspection judgements

Overall experiences and progress of children and young people: good

The home was registered with Ofsted in July 2017. Three young people have been admitted since then, of whom two have moved on. The young people who have left the home have moved into identified placements. Good transition plans supported these moves. One young person has recently moved into the home. A good impact risk assessment shows that the home considered her history and behaviour, and whether the staff team could meet her needs. However, the acting manager did not take into account the home's safer area risk assessment as part of this process. As a result, she did not consider whether any immediate risks, such as access to transport links, would have any bearing on the suitability of the placement.

The young person said that she was happy, settled and safe at this home. She described staff as being fantastic, thoughtful and caring. She said that her views, wishes and feelings were taken seriously and that she could influence the care that she received. This is evident in her documents, where she regularly makes comments. This was echoed by the young person's social worker who said, 'She receives good care and staff listen to her views. She is like a different child.' However, the previous manager, the acting manager, the author and members of staff have not signed some documents or records. This omission fails to ensure that everyone is in agreement with the plans for the young person or that they know when plans have changed.

An outstanding area of practice is how the young person has been supported to maintain her school placement. When incidents have arisen in school, the staff have worked closely with educational professionals. The staff have attended meetings and explored alternative options, such as a reduced timetable for a set period. During this time, staff have been giving additional support at the school. Additionally, staff have used key-working sessions to find out the root cause of the problem. They provide young people with good advice and support. For example, should a young person struggle with a school subject, such as mathematics, a tutor provides extra weekly tuition. Because of this supportive approach the young person currently living at the home said, 'I am grateful for everything that the staff had done. I am now enjoying school and was working hard to do better.' This means that the young person has been able to remain in mainstream school and that she is achieving in line with her peers.

Members of staff promote the health of the young people by ensuring that they attend regular health check-ups and that any treatment is well supported and monitored. The young person currently living at the home is in very good health. All staff receive regular training on administering medication and in first aid. This means that the young people can receive their medication in line with their prescription and that small accidents can be assessed and treated.

The young person currently living at the home said that the main reason that her behaviour has improved is that staff have worked hard at making sure she has contact with her brothers and sisters. Therefore, staff understand the importance of family visits

and they facilitate these well. The young person said that she fully understood the home's complaints procedure but she did not think that she would ever need to use it because the staff team explains everything to her and listens to her well.

The young person is offered a range of activities in the community. She enjoys running, going to the cinema and going to theme parks. She enjoys art, likes to cook and enjoys beauty treatments with the staff. The young person has made friends at school and has friends in her local community. Her friends are invited for tea and to join in activities. This shows that the young person's interests are fully supported and that she is able to maintain and develop positive friendships.

The young person describes herself as being very independent. She often carries out house tasks, such as cleaning, without being asked. She regularly prepares meals and looks after her own clothing. The staff team continues to observe and give good advice about semi-independence skills.

The young person lives in a warm, homely and well-maintained home. Her bedroom reflects her personality and she has displayed photographs, artwork and posters on her wall. The young person said, 'I love it here and I want to stay until I am 18 years old. I could not ask for a better home or staff team.' This shows that the young person has settled and has a sense of belonging.

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

The young person said that she feels safe at this home. Safeguarding practice at the home is good and promotes the welfare and safety of the young person. The staff are trained in safeguarding and additional areas, such as child sexual exploitation, e-safety and radicalisation. This means that they have the skills and knowledge to observe and identify any potential concern.

Initially, the young person was reported missing from the home on several occasions. Because of the excellent key-working sessions, staff were able to identify the reasons for her going missing from the home. Plans were made for the young person to see her brother and she has not been reported missing from the home since. In addition to this, an independent service carried out the missing from home return interviews. As part of this, they undertook safety work with the young person. The young person has a scrapbook that shows the areas covered and that her comments have captured her feelings and understanding around different aspects of being safe. The young person said, 'I now understand a lot more, but there is no reason for me to go missing now because the staff have made everything better.' This means that the young person can speak with someone independent and it shows that action is taken and that the young person's views are responded to effectively.

Behaviour management plans show how the young person prefers to be supported if she becomes anxious or distressed. The young person is rewarded with additional trips to the cinema or with purchasing beauty products when she has done well or achieved something. An incentive chart helps the young person to focus on daily tasks, such as

preparing her uniform for school. In addition to this, the young person has worked towards having a pet hamster as a positive reward for not being reported missing from the home for a sustained period. This shows that the young person is benefiting from a variety of reward systems that recognise and support her continuing progress. However, the young person's risk assessments are not clear. The acting manager has assessed some risks that are not known or have not been displayed by the young person, such as unacceptable behaviour while travelling in a car. Further to this, there was an alleged arson incident in school and the young person's current risk assessment does not address this issue. This means that there is not a sufficiently accurate reflection of her current circumstances and that staff do not have all the information available to them to take appropriate action, if necessary.

The current young person has not been held for her or others' safety. She has not received any sanctions for unacceptable behaviour. A previous young person was held on one occasion. The home's records clearly identify why this was necessary and the staff involved and the young person undertook a debriefing with the registered manager. This allowed both parties to reflect on the incident and learn from it.

There has been a new staff team since the home opened in July 2017. There was a period when there were no young people living at the home and the staff team found alternative employment. The service did not admit any new young people until a full staff team was identified. Records show that safer recruitment procedures are followed. This means that young people are safeguarded, as much as possible, from unsuitable adults.

All health and safety issues are addressed quickly. The home is well maintained and all certificates for appliances and utilities are refreshed when required. Young people, members of staff and visitors are taken through an emergency evacuation procedure. All visitors are asked for identification and to sign in and out of the home, and they are supervised on their visit. A review of the home's location assessment addresses any known risks in the community. These good procedures help to keep young people safe at the home.

The effectiveness of leaders and managers: good

The registered manager left this home in October 2017. The home did not take any new admissions until 1 December 2017. In this period, the company successfully recruited a new manager and three members of staff. The acting manager is making her application to register with Ofsted. She has been in post for six weeks. She has several years' experience of working with young people, including as a deputy manager of a residential setting. She has a relevant qualification in leadership and management. She is currently reviewing all the documents and records maintained by the home. She said this will help her develop and improve the service and that she will be able to take these findings into her development plan for the home.

The staff team members have above the required childcare qualifications. For example, one has a social work diploma and another has the leadership and management award.

There is a rolling programme of training and the responsible individual has sourced a number of additional training opportunities for the staff team. This means that the young person is cared for by a highly qualified staff team and that its members are continuing to explore other ways to enhance their knowledge. However, members of staff have not received formal supervision within this six-week period. This means that members of staff have not had the opportunity to discuss their practice or development. Further to this, the acting manager does not have a workforce plan that identifies the staffing structure; the experience and qualifications of staff currently working at the home and any further training they require; the processes and agreed timescales for staff to achieve induction, probation and core training; the process for managing poor performance; and the process and timescales for supervision. Therefore, it is unclear what the expectations are in these areas.

The home's statement of purpose reflects the aims, objectives and ethos of the home. The ethos is based on positive regard. This is evident in the young person's and social worker's comments. For example, the young person said, 'It is like a proper home. They always look at what I have done well rather than at what I have not done well.' The social worker said, 'The approach they have taken is evident in her progress.'

Monthly staff meetings look at the progress of the young person and any changes to their routine, care plans or arrangements for the coming months. Changes to the company's policies are discussed or refreshed to ensure that members of staff are clear about them. The acting manager said, 'I am aware that we could use staff meetings better. I have looked at current issues and I have scheduled some research and practice within the next months. For example, at our next meeting we are going to look at a recent external project on dental hygiene. This shows that the acting manager is developing the service and that staff will have the opportunity to discuss how this informs their practice.'

There are positive relationships between the acting manager and other professionals, such as the police, social workers, teachers, specialist independent services and health professionals. This means that the acting manager can receive external support for young people, if necessary. One professional said, 'I am always kept informed. I receive weekly updates and a monthly report.' She also expressed her gratitude for the acting manager's and the staff team's support in ensuring that the young person remained in school.

External and internal monitoring of the home is effective. Both systems have identified and raised actions relating to the shortfalls identified at this inspection. For example, the acting manager has now put any new or changed documents into the staff handover file, so that staff can read and sign them. This means that the acting manager is clear about what needs to improve and she has already started to take action to address the issues.

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: 1256658

Provision sub-type: Children's home

Registered provider: Lytham Care Limited

Registered provider address: Lytham Care, 400 Longmoor Lane, Fazakerley, Liverpool L9 9DB

Responsible individual: Paul Campbell

Registered manager: post vacant

Inspector

Pam Nuckley, social care inspector

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