

1263768

Registered provider: Tameside Metropolitan Borough Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This local authority children's home provides care and accommodation for up to three children or young people who may have emotional and/or behavioural difficulties.

The home is run by a highly experienced and qualified registered manager.

Inspection dates: 19 to 20 June 2018

Overall experiences and progress of children and young people, taking into account **outstanding**

How well children and young people are helped and protected **outstanding**

The effectiveness of leaders and managers **outstanding**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: This is the home's first inspection since it was registered on 23 October 2017.

Overall judgement at last inspection: Not applicable

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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This is the home's first inspection since it was registered on 23 October 2017.

What does the children's home need to do to improve?

Recommendations

- Any individual appointed to carry out visits to the home as an independent person must make a rigorous and impartial assessment of the quality of the home's care. ('Guide to the children's homes regulations including the quality standards', page 65, paragraph 15.5)
- Children's case records must be signed and dated by the author of each entry. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.3)
- Children in residential care usually live in a group environment, and so it is particularly important that they can spend time away from other group members. Staff should respect children's privacy and support the other children living in the home to do so. Particularly, staff must ensure that broken bathroom locks are quickly replaced and that bedroom window blinds protect the privacy of young people. ('Guide to the children's homes regulations including the quality standards', page 16, paragraph 3.17)

Inspection judgements

Overall experiences and progress of children and young people: outstanding

This home was registered on 23 October 2017. There are three young people accommodated in the home. This is the home's first full inspection.

Young people living in this home have a range of complex emotional difficulties. For two young people, this is their first experience of residential care.

Young people build excellent relationships with staff. There is a safe and secure bond which is reflected in the care and affection readily afforded to all the young people.

Residential care planning is outstanding. This exceptionally caring and nurturing service provides young people with a safe and happy place to live. Young people's needs are thoroughly assessed to ensure that they receive the most effective and consistent support. For example, young people benefit from regular sessions with a 'Be a better you' mindfulness therapist. With a little help from Max the pre-programmed bear, and Cara the house dog, all young people enjoy learning how to relax and become calm. This has been particularly successful in helping young people with their bedtime routines and sleeping patterns. A young person said, 'Cassie joins in with Max the bear and afterwards we all take the dog for a walk. It is great.'

All young people attend school on a consistent basis. School reports remark that since

living in the home young people's confidence, presentation and focus are considerably improved. Staff are extremely proactive in addressing shortfalls in learning. Consequently, young people are assisted by a home tutor who provides additional learning outside of the school day. This enables young people to further develop reading and writing skills in order to meet their key educational targets.

Contact with family members is highly supported by staff. For some young people who have not had contact in a very long time, staff have worked hard to rebuild contact links. This has proved so successful that plans for rehabilitation back to family members are now being considered. Likewise, family members are welcome in the home and are frequently invited to attend barbeques, mealtimes and activities. Staff build an excellent rapport with parents and include them in the care planning process, where possible.

Young people living in this home enjoy happy and healthy lives. Many concerns highlighted prior to the placement, such as particular behaviours, sleep patterns and diet, are no longer a concern. This is because young people receive a wealth of individual care and genuine affection. As a result, they are settled and happy. All young people are registered with local practitioners and have received a full medical.

Indoor and outdoor activities are consistently planned. Young people go for daily bike rides and walks in the countryside adjacent to their home. They have made friends at school and in their community, and regularly play outside or visit friends' homes. Individual hobbies are exceptionally well supported and encouraged. One young person is undertaking football trials for Everton football club and regularly plays for the local team, supported by cheering staff.

Consultation with young people is the foundation of how the home operates. The young people's voice is promoted and highly regarded. Their views and opinions are encouraged and appreciated, resulting in three very confident and secure individuals.

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

Young people's safety is prioritised effectively in the home. Detailed impact assessments ensure that all young people placed at the home are assessed against the needs, interests and aspirations of those already resident. Likewise, individual risk assessments are balanced against a full chronology of life events. This means that risk is measured, and appropriate individual strategies are in place to address any concerns.

Positive behaviour management is effective. Young people and staff form excellent relationships based on trust and mutual respect. Consequently, young people work with staff to identify areas for development and a suitable reward for the progress they make. Staff are consistent in their approach, and this helps young people understand appropriate behaviour in a safe and secure environment.

Young people know how to complain, and receive valuable information from the home and their placing authority to guide them in this area. Evidence from young people's

meetings and key-work sessions highlights consistent opportunities for young people to raise any matters that they feel need to change or be improved. Ideas around activities, décor and menus are regularly reviewed with the young people. There have been no complaints made since the home was registered.

Staff receive annual training in the use of physical intervention, and pride themselves on their conflict resolution and de-escalation techniques. On the whole this works well. When a physical intervention is required, detailed records, including a debrief and key-work session, highlight the steps taken to address behaviours and reduce interventions. Since young people became accommodated in the home, the need for physical intervention has significantly reduced.

Young people do not go missing from the home. Staff take effective measures to ensure the consistent safety of young people at all times. On occasion, young people have been late returning from a friend's house or while playing out. However, staff are extremely proactive and make sure young people understand the importance of their own safety and returning home on time.

Young people live at a home that has consistent routines, boundaries and expectations. Young people thrive. They are safe, cared for and believe in themselves. This is clearly evident in how young people present themselves. They are confident, have good social skills, have developed their own style and personality and are polite and happy. Young people have also developed an uplifting sense of humour. Observations of interactions between staff and young people evidence the fun-loving and happy atmosphere which is apparent in the home. Young people are keen to show off their achievements, especially their rewards, and talk about their aims for their future.

The effectiveness of leaders and managers: outstanding

The registered manager has been in post since 23 October 2017. She is registered to manage two children's homes for the local authority. She holds the diploma in social work and has extensive experience in the care of children living in a children's home. She is committed to leading a consistent, dedicated and strong team in the delivery of individualised, nurturing childcare practice.

Young people live in a home that is managed in their best interests. The home meets the aims and objectives of the statement of purpose, and young people, social workers and families are clear about the service and support that the home provides.

Clear and detailed records outline the progress that young people make. Records are securely stored and regularly updated in accordance with the needs of young people. However, some records are not signed by staff or young people. All records should be consistently maintained, and each entry should be signed by its author in accordance with the quality standards. A recommendation is made to address this matter.

Internal monitoring systems provide the home with an exceptional approach to the overall monitoring of care. Detailed information highlights areas for development, and

the manager's action plan details the methods used to enhance the service. Staff receive a high level of support from the manager. Supervision takes place regularly and serves to identify training needs and personal development targets.

External monitoring also takes place in accordance with regulation. Reports provide a positive insight into the progress young people make. However, reports fail to offer a clear analysis of the care provided in the home in order to aid continuous development. A recommendation is made to address this matter.

Young people live in a modern, spacious and exceptionally well-maintained property. Each bedroom is fitted with modern blinds, with most views overlooking beautiful countryside. However, one bedroom faces a neighbour's property. The current blinds do not obscure visibility either into the bedroom or looking out of the room. Therefore, the privacy of this young person is compromised. Likewise, there have been occasions when minor damage has occurred, resulting in a bathroom lock being broken. Staff must take quick action to ensure that the lock is swiftly replaced in order to protect the privacy of those using the bathroom. A recommendation is made to address both these matters.

Staff are provided with a consistent annual training package. Mandatory training is regularly refreshed, while additional training is based around the theoretical framework for attachment and mindfulness, and is the basis for all planned work with young people. Likewise, staff benefit from regular input from the authority's psychologist and mindfulness therapists. Regular sessions based on 'relaxed kids' and 'be a better you' help children and staff focus on the progress they make, and build on their aspirations for the future.

The registered manager and staff demonstrate a strong commitment to delivering excellent child-centred practice that is tailored to the individual and personal needs of young people. The effectiveness of this approach is measurable in the progress young people make, particularly in education, self-esteem and positive social integration.

The home employs a strong and committed staff team, with the majority of residential staff being qualified at NVQ level 3. The training of staff at this level ensures that they are suitably qualified in the care and management of young people.

Leaders and managers ensure that all referrals to the home are suitably assessed for compatibility. Evidence of impact assessment leading to decisions to place or not to place demonstrates a clear commitment to the young people already placed.

The statement of purpose is reviewed and updated where necessary, with a copy forwarded to Ofsted in accordance with regulation.

Managers and staff routinely notify Ofsted, placing authorities, parents and community police of any concern or event involving a child, in accordance with regulation 40. Immediate action is taken to reduce risks, including, where necessary, additional staffing. The home places the needs of the young people at the forefront of its practice, and this is evidenced in the excellent progress they make.

Three recommendations are made at this inspection. These recommendations are made

in order to further develop the records already held in the home and to address two minor privacy 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: 1263768

Provision sub-type: Children's home

Registered provider: Tameside Metropolitan Borough Council

Registered provider address: The District Centre, Town Hall, Market Street, Hyde
SK14 1AL

Responsible individual: Sheena Wooding

Registered manager: Sally Hallwood

Inspector

Maria McGranaghan, social care inspector

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