

SC489640

Registered provider: Exeter Royal Academy for Deaf Education

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This children's home is run by a charity that specialises in the education and care of children and young people who are deaf. The home was registered in July 2015. It provides care and accommodation for up to three children and young people. In addition to a sensory impairment, the children and young people may also have a learning disability and/or emotional and/or behavioural difficulties.

The manager was registered with Ofsted in September 2018. She is in the process of completing her level 5 qualification.

Inspection dates: 16 to 17 January 2019

Overall experiences and progress of children and young people **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: 13 December 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/12/2017	Full	Good
05/01/2017	Full	Good
08/11/2016	Full	Inadequate
07/01/2016	Full	Good

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 care planning standard is that children— receive effectively planned care in or through the children's home; and</p> <p>have a positive experience of arriving at or moving on from the home.</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure—</p> <p>that each child's relevant plans are followed. (Regulation 14 (1)(a)(b)(2)(c))</p>	15/03/2019

Inspection judgements

Overall experiences and progress of children and young people: good

The home is bright, well decorated and very clean. Throughout the home there are photographs of children with staff, friends and family. The home has a warm and welcoming atmosphere. Children say that they 'love living at this home'.

Staff make sure that children enjoy a wide range of fun and stimulating activities including horse riding, eating out, trips to the cinema, youth club and shopping. This helps children to develop their confidence and to explore new opportunities. Children are praised for their achievements, such as participating in a carol service that was broadcast and lobbying TV channels about improved rights for children who are deaf.

Children make significant progress with sign language, confidence and education as a result of the support that they receive at this home. This is because children have warm and trusting relationships with a consistent and dedicated staff team. Staff provide high levels of individualised care to meet the needs of each child. Children have improved well-being and positive outcomes for their future.

Internal care plans are child friendly; they are written to a high standard and mirror the aims and objectives set by the local authority. Statutory paperwork is regularly updated and is signed. However, two children do not have pathway plans in place. This could negatively affect their move into adulthood if plans are not made earlier enough.

Children have weekly house meetings, and their wishes and feelings are central to the care that they receive. Staff respond swiftly and in writing to any requests or concerns. This means that children feel well supported and listened to. Key-working sessions are well written with a strong focus on the feelings of children. Outcomes and actions are well documented to track and monitor progress. Children are able to complain when something bothers them. Children also prepare monthly newsletters about their achievements to share with family.

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

Children feel safe and are safe living at this home. The manager and the staff team have a very thorough understanding of safeguarding processes and practice. Safeguarding concerns are managed competently and are well recorded. Managers ensure that incidents are notified to Ofsted.

There have been no incidents of physical restraint since June 2017. This is because staff listen to children and help them to calm before behaviour escalates. Well-written behaviour management plans inform a consistent and knowledgeable approach. Risk assessments are detailed and relevant to each child.

Staff ensure that children are protected from harm and that incidents of missing from home are reduced. Since the last inspection there has been one episode of missing from home for a child. Staff took appropriate action and followed the child's risk assessment. A return home interview was completed within timescales and a written copy is on the child's file.

Children's concerns are listened to and responded to effectively. Since the last inspection there has been one formal complaint made by a child about the manager. Her wishes and feelings were well recorded, and the manager escalated the complaint to the responsible individual. This was fully investigated and a response was made to the child in writing.

The effectiveness of leaders and managers: good

The current manager was registered with Ofsted in September 2018. She has the necessary skills and experience for the role and is completing her level 5 management qualification. She is supported by a dedicated and knowledgeable deputy manager. Staff feel supported by the manager and describe her as very approachable.

Team meetings are held regularly and are well recorded. These meetings provide staff with an opportunity to share knowledge and develop their skills.

Staff receive regular and good-quality supervision and annual appraisals. This means that they are provided with effective monitoring and oversight to ensure that children receive consistent high-quality care. Staff receive a wide range of mandatory and specialist training including self-harm, child sexual exploitation, LGBTQI and the 'Prevent' duty.

The location risk assessment is evaluated and highlights potential risks to children. It has been completed in partnership with local agencies including the police. The manager has completed a thorough review of the quality of care. This includes the views of children about the quality of care they receive.

Staff work closely with social workers, teachers and therapists. Feedback received from professionals during this inspection was exceptionally positive. Staff communicate well with partnership agencies to promote the welfare of children.

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: SC489640

Provision sub-type: Children's home

Registered provider: Exeter Royal Academy for Deaf Education

Registered provider address: 50 Topsham Road, Exeter, Devon EX2 4NF

Responsible individual: James Heaver

Registered manager: Victoria Coombs

Inspector

Anna Gravelle, social care inspector

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