

SC407753

Registered provider: 3 Dimensions Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is registered to provide medium- to long-term care and accommodation for up to four young people who may have emotional and/or behavioural and/or learning disabilities. The home is managed as two separate self-contained flats within one house.

Inspection dates: 18 to 19 March 2019

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: 24 August 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/08/2017	Full	Good
01/02/2017	Interim	Sustained effectiveness
06/07/2016	Full	Good
21/03/2016	Interim	Improved effectiveness

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

Recommendations

- For children's homes to be nurturing and supportive environments that meet the needs of their children, they will, in most cases, be homely, domestic environments. Children's homes must comply with relevant health and safety legislations (alarms, food hygiene etc.); however in doing so, homes should seek as far as possible to maintain a domestic rather than 'institutional' impression. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.9)
- Measurements of progress should include qualitative information such as how well the child is being prepared for their next stage of education, training or employment, and quantitative data where available. Other metrics can also be taken into account such as rewards and recognition of achievements, improvements in attendance and, where appropriate, reduction in behavioural incidents including exclusion. The child's personal circumstances, individual needs and educational history are relevant in considering what might constitute progress; but should not limit aspirations for them. ('Guide to the children's homes regulations including the quality standards', page 26, paragraph 5.2)
- Staff should be familiar with the home's policies on record keeping and understand the importance of careful, objective, and clear recording. Staff should record information on individual children in a non-stigmatising way that distinguishes between fact, opinion and third-party information. Information about the child must always be recorded in a way that will be helpful to the child. ('Guide to the children's homes regulations including the quality standards', page 62, paragraph 14.4)

Inspection judgements

Overall experiences and progress of children and young people: good

Children are benefiting from trusted and secure relationships with the adults who care for them. The registered manager and her staff team are committed to meeting the best interests of children. This is demonstrated by the significant length of time children remain living at the home. The care which is provided is unconditional and enduring despite any challenges which may occur.

All the children currently living at the home make significant positive progress from their starting points. They have all developed an appropriate sense of belonging. There is an embedded nurturing ethos at the home which helps children to overcome any previous experiences of trauma.

Children are fully supported to develop their independence according to their needs and best interests. For example, one child has started using public buses and a carer follows

the child's journey behind the bus in a car. This will happen until the child is ready to travel on their own.

Children are fully supported to engage and achieve in regards to their education. The registered manager is constantly seeking ways to support each child to do well. The registered manager and her staff team are ambitious for children and effectively challenge others who are not making decisions in their best interests. For example, one child was refused an education place due to historical information. The registered manager challenged this decision and has secured a place for the child at this setting.

The layout of the property and the decoration, in part, lacks a homely feel. For example, there are no pictures of the children in the main lounge. There are also some locked doors and work areas which detract from a homely environment. Therefore, a recommendation has been made to promote further development in these areas.

Children enjoy varied physical activities, holidays and fun trips. Lots of photographs of these experiences are kept for children in memory books. The registered manager is also able to provide an excellent verbal narrative of each child's journey, experiences and significant progress. However, there is a lack of recorded clarity regarding progress and outcomes for children. Therefore, a recommendation has been made to promote development in this area.

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

There have been no episodes of children going missing from home, no use of the police, and no sanctions are given to children to manage their behaviour. Challenging behaviour is approached by providing positive emotional support to children. This approach has supported children to make significant progress in relation to their overall emotional well-being. For example, one child previously required a number of physical interventions due to harmful behaviours. This child has experienced no significant physical interventions for many months and is now growing increasingly able to manage their own emotions.

Each child has a small team of carers that provides important consistency for them. One social worker explained that these teams have become specialists in understanding the individual needs of children. These teams are constantly reassessing and adapting in line with children's development. It is also evident that children's needs are fully considered within their individual care planning.

The registered manager and her staff team have a good understanding of each child's emotional and physical health needs. Children are also fully supported to explore their own identities. This promotes the positive development of children's self-esteem and sense of their own identity. As a result, children feel empowered, which promotes the development of their overall emotional well-being.

The registered manager and her staff team have good working relationships with family members, and other professionals who play a significant role in children's care

arrangements. Safeguarding practice is of a good standard and it is clear that effective action is taken when necessary. Furthermore, reflective analysis after incidents is insightful and demonstrates a clear understanding of the impact historical trauma can have on children.

Recruitment of new staff is safe and well managed in order to meet the best interests of children. For example, staff are required to attend a tea visit with children and a number of shadow shifts, in order to clarify whether they are able to promote the best interests of children.

The effectiveness of leaders and managers: good

The registered manager manages the home effectively and efficiently. The home is suitably staffed and resourced to meet the needs of children. Staff are all in the process of completing or have completed the required level 3 diploma or equivalent qualification. A great deal of supplementary training is also provided to ensure that staff are able to deliver high-quality services to children and their families.

Good-quality supervision is provided on a consistent basis to all staff. Supervision sessions promote reflective practice to support staff to meet the evolving needs of children. Supervision sessions are also used to explore the emotional impact on staff of the work and any concerns are well managed by leaders. Supervision records do not always clarify timescales for actions clearly.

The registered manager ensures that children's views and participation are intrinsic to care planning. For example, behaviour management plans are formulated by children and staff to ensure that everybody is clear regarding expectations of each other. This promotes a positive shared understanding of children's emotional needs between staff and children.

Case records reflect children's everyday lives and the work that is undertaken with children. Therefore, the language used in records must be appropriate and child-friendly where possible. These records support the understanding that children have about their histories, background and experiences. Some terms used in case records are not always sensitive to this need for children. Therefore, a recommendation has been made to promote development in this area.

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: SC407753

Provision sub-type: Children's home

Registered provider: 3 Dimensions Care Limited

Registered provider address: Chardleigh House, Chardleigh Green, Wadeford, Chard, Somerset TA20 3AJ

Responsible individual: Nita Ellul

Registered manager: Emma English

Inspectors

Polly Soper, social care inspector

Nicola Lownds, social care inspector

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