

1249035

Registered provider: Care 4 Children Residential Services Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This privately run children's home offers care and accommodation for up to six young people who may have emotional and/or behavioural difficulties.

A new manager has been recruited to the home and an application for registration has been received by Ofsted.

Inspection dates: 28 to 29 August 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: 22 January 2019

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/01/2019	Full	Outstanding
15/02/2018	Interim	Sustained effectiveness
23/08/2017	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 education standard is that children make measurable progress towards achieving their educational potential and are helped to do so.</p> <p>In particular, the standard in paragraph one requires the registered person to ensure—</p> <p>that staff—</p> <p>help each child to achieve the child's education and training targets as recorded in the child's relevant education plans; and</p> <p>maintain regular contact with each child's education and training provider, including engaging with the provider and the placing authority to support the child's education and training and to maximise the child's achievement.</p> <p>(Regulation 8 (1)(2)(a)(i)(vi))</p> <p>Specifically, to ensure that documents pertaining to the child's educational targets and progress are held within the home's records.</p>	27/09/2019

Recommendations

- Children living 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 to do so. ('Guide to the children's homes regulations including the quality standards', page 16, paragraph 3.17)

Specifically, ensure that all young people have a door key in order to lock their door and to enter their room without having to ask staff.

- Just as in a family home, children should be able to access all shared areas of their home unless there are specific reasons why they would not meet a child's needs. Any decision to limit a child's access to any area of the home and any modifications to the environment of the home, must be made where this is intended to safeguard the child's welfare. All decisions must be informed by a rigorous assessment of that child's needs, be properly recorded and kept under regular review. ('Guide to the children's homes regulations including the quality standards', page 15, paragraph 3.10)

Specifically, ensure that young people can access the downstairs toilet.

- Any sanction used to address poor behaviour should be restorative in nature, to help children recognise the impact of their behaviour on themselves, other children, the staff caring for them and the wider community. In some cases, it will be important for children to make reparation in some form to anyone hurt by their behaviour and the staff in the home should be skilled to support the child to understand this and carry it out. ('Guide to the children's homes regulations including the quality standards', page 47, paragraph 9.38)
- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs, and should understand the key role they play in the training and development of staff in the home. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.11)

Specifically, managers should ensure that mandatory training does not lapse from the provider's own timescales.

- 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)

Specifically, ensure that the home is redecorated and damage such as graffiti is rectified quickly.

- The registered person should oversee the welfare of children in their care through observation and engagement with: each child; the home's staff; each child's family/carers where appropriate; and professionals involved in the care and protection of each child including their social worker, independent reviewing officer, teachers, clinicians and other health professionals. ('Guide to the children's homes regulations including the quality standards', page 55, paragraph 10.23)

Specifically, managers should ensure that all records maintained in the home are updated and include all relevant correspondence and documents related to each young person.

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last full inspection in January 2019, two young people have been admitted and discharged from the service. Using the newly developed 28-day assessment tool, managers assessed that both young people had additional complex needs which compromised their safety. These young people were discharged to smaller more appropriate settings. At the time of this inspection, four young people remain in placement.

Relationships between young people and staff are good. Staff listen to young people and

are consistent in engaging with them at a level that the young people understand and respond to. Young people are observed as being confident in the company of staff and share appropriate banter and discussions.

Consultation with young people is consistent. Young people benefit from regular young people's meetings, which they are supported to chair and manage. Likewise, young people receive regular, one-to-one key-work sessions and are provided with questionnaires to review the home's practice. A staff member said, 'We always try and include young people in the decision making.' As a result, young people have gained a sense of positive control in their lives.

Residential care planning is good. Young people understand the aim of the placement and are making positive progress towards their individual goals and targets. They review progress towards identified targets via detailed monthly summaries. This means that they have up-to-date and clear objectives for the month ahead. A social worker said, 'The staff are fantastic with my young person. He has made excellent progress. We are really pleased how the placement is progressing.'

Young people enjoy attending school and records confirm 100% attendance. It is clear that young people make progress, with some recently passing AQA qualifications. A social worker said, 'The staff liaise with the school all the time. This means that my young person gets the support he needs. His attendance has been brilliant. They are really committed to helping him achieve his best.' However, some young people did not have an up-to-date personal education plan. In addition, end of year school reports had not been completed to provide an educational overview of each young person's progress and future targets. This information is essential to ensure that young people are provided with the right support and guidance to achieve within their educational setting.

Healthcare planning is good. Young people are registered with local practitioners and receive good support from external agencies such as the looked after children's nurse and the child and adolescent mental health services. Young people also regularly engage in one-to-one sessions with the in-house psychologist and take positive steps forward in understanding their past trauma and addressing how this has impacted on their lives.

A particular strength within this home is the relationship between staff and young people's parents. As such, most difficulties are addressed and as a result, young people have regular contact with approved family members. A grandparent said, 'My grandson has made so much progress since living here. His behaviour is better. He is attending school. Staff are a fantastic support.'

Planned and unplanned activities take place on a regular basis. Young people enjoy both group and individual activities, such as quad biking, jet skiing, scrambling, trips to the theme parks, cinema and trampolining. Young people also have access to a variety of indoor activities, including gaming, board games, listening to music and watching TV with staff. Some young people have joined local community groups such as army cadets and a local rugby team. Staff make sure that young people are fully supported to take part in a range of activities and are always available to cheer them on during a match day.

Young people are supported to develop independence skills in accordance with their age, ability and understanding. Young people take part in preparing meals, arranging menus, preparing their laundry and helping to tidy around the home. Although no young people

currently have a plan of independence, staff ensure that they learn basic skills that are valuable to their everyday lives.

Each young person has their own private bedroom with en-suite bathroom. They are provided with a key to their room in order to use the bathroom, to protect their privacy and to keep their belongings safe. However, there is a delay in replacing keys should a young person misplace it. As a result, young people are therefore required to ask staff to lock or unlock their door should they require the bathroom or want to spend time in their room.

Two toilets for young people are located on the ground floor. However, as a result of some damage, these toilets are kept locked and are used as storage rooms. In order for young people to access a toilet without having to go to their room or request staff to unlock their room, any damage or faults should be rectified and these toilets should be made available to young people.

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

Young people living in the home have significant complex and challenging behaviours as a result of childhood trauma. Young people struggle to understand and recognise risks and are provided with one-to-one therapeutic intervention to enable them to make sense of their lives and to reduce risk-taking behaviours.

Young people's safety is suitably managed. Detailed individual risk assessments are balanced and consider significant life events that may impact on a young person's ability to recognise risks. Risk management guidance includes appropriate individual strategies to minimise and reduce risks. Risk assessments are reviewed and updated monthly and are followed in practice.

Since the last inspection, there have been seven incidents where physical intervention has been deemed necessary. Records of individual interventions detail the de-escalation and redirection measures taken prior to any incident. Young people are provided with a debrief and a key-work session after the use of a physical intervention. Likewise, the manager, staff and therapist review all incidents in a weekly multi-disciplinary meeting to address any changes or patterns in behaviour. This ensures that staff are provided with suitable guidance in the care and management of young people who may be experiencing significant crisis.

Behaviour management plans reflect the individual personalities of young people. This means that staff understand the triggers for negative behaviour and methods of managing challenging behaviours. However, behaviour management strategies such as sanctions are not restorative and therefore are not reflective of the behaviour being presented.

Incidents of young people being reported as missing or absent from the home increased as a result of a new admission to the home. Records clearly detail the consistent action taken by staff to return young people back to the home. Upon their return, young people are provided with an independent return home interview, a debrief and a key-work session. There have been no further episodes of young people becoming missing since the discharge of a young person in April 2019.

Young people know how to complain and receive valuable information from the home

and their placing authority to guide them in this area. Since the last inspection, there have been no complaints made by young people within the home. One external complaint was received by the home, which was suitably investigated and responded to.

The effectiveness of leaders and managers: good

The home is managed by a suitably qualified manager who has made an application to Ofsted to become the home's registered manager. She has been in post since January 2019. She is qualified at NVQ level 4 and has a number of years' experience as a previous registered manager working with children and young people.

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

Internal and external monitoring systems provide the home with a good 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. It is noted that since the appointment of a new independent visitor, monitoring reports have on occasion been submitted late to Ofsted. This matter is now rectified.

Staff state that they receive good support from the manager. Records of supervision demonstrate that staff meet with the manager regularly and care practice is routinely reviewed. Likewise, the manager undertakes a review of all mandatory training and, overall, staff are up to date with this training. However, timescales for two staff have lapsed in one area of mandatory training.

Overall, placement plans are clear and realistic and fully reflect therapeutic sessions and key-work sessions. Goals and targets are regularly reviewed and updated, and this ensures that young people understand their progress and areas for further development. However, some documents pertinent to the overall care planning for young people were not available in the home. Likewise, some records were not updated to provide the clear outcome of a particular incident involving the young person. This means that not all documents or correspondence pertinent to each young person are held within the home.

Since the last inspection, the home has experienced a period of significant challenges. As a result, there has been damage to the property, including internal and external graffiti and damage to pictures and fence panels. Although the manager and staff have worked hard to rectify some of this damage, the home is looking tired and bare and areas of the outside of the property now look unkempt.

The registered manager is aware of the procedures for notifying Ofsted of all incidents under Regulation 40. Since the last inspection, there have been a number of suitable notifications made. Providing this information ensures that information is shared with the regulatory agency in order that actions and outcomes for young people can be suitably assessed.

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: 1249035

Provision sub-type: Children's home

Registered provider: Care 4 Children Residential Services Limited

Registered provider address: Care 4 Children, 1 Stuart Road, Bredbury Park Industrial Estate, Bredbury, Stockport SK6 2SR

Responsible individual: Ali-Raza Sarwar

Registered manager: post vacant

Inspectors

Maria McGranaghan: social care inspector

Michelle Bacon: social care inspector

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