

SC033152

Registered provider: North Lincolnshire Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This local authority service provides short-breaks care for up to six children or young people aged between five and 18 years who may have a learning disability. This includes those with additional complex health needs and/or autism spectrum disorder.

The manager was registered in 2007.

Inspection dates: 3 to 4 December 2019

Overall experiences and progress of children and young people, taking into account	outstanding
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How well children and young people are helped and protected	outstanding
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The effectiveness of leaders and managers	outstanding
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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: 17 April 2018

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
17/04/2018	Full	Good
10/10/2017	Full	Outstanding
26/01/2017	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Children and young people who visit the short-breaks home receive exceptionally high standards of care. Individualised care and health plans are very well understood by the experienced and strong staff team that meets the needs of the children.

Children and young people communicate in a variety of individualised ways and can express their wishes and feelings and make their needs known to staff. The staff know the individual children and young people extremely well, and this enables them to respond effectively. The staff also proactively use a research-based model to communicate with the children and young people effectively.

Children and young people have made significant progress from their starting points in relation to their individual needs and abilities. Staff are dedicated and committed in supporting children and young people to develop their individual skills, such as self-care, socialising and improving their independence.

Children and young people enjoy their time spent at the short-breaks home, where the staff provide a safe, warm and welcoming environment. Activities in the home and in the community are routinely offered to the children and young people, giving them new experiences and opportunities.

Preparation for children and young people starting their short break is particularly strong. A variety of introductory visits are offered to give parents and children reassurance before having an overnight stay. Children and young people's interests and abilities are prioritised in the matching process. They receive a warm, welcoming and friendly introduction to other children, which promotes building positive friendships and participation in activities.

Another strength of the home is the creation of a bespoke independence programme to support children and young people moving on from the home. Staff are highly dedicated to preparing them for leaving. Staff work closely with all professionals to ensure that leaving is a smooth transition and a positive experience for the children and young people.

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

Staff fully understand the children and young people's individual needs and vulnerabilities. Individualised care, health and risk plans are documented to a high standard. This enables staff to minimise and reduce any risks or concerns.

Staff receive extensive and specific training to equip them to meet all the individual needs of the children and young people. They work in partnership with parents and health professionals to provide high-quality care.

Staffing levels are high, which allows the staff to support the children and young people very well. Children and young people receive consistent high-quality care in a safe and secure environment. Safeguarding of such a vulnerable group of children and young people is prioritised by the staff.

Professionals, parents and carers all have confidence in the management and the staff

team. There is an open and honest safeguarding culture in the home. A professional said: 'The manager and the team are responsive to children, young people and their families.'

Staff respond promptly to the children and young people's needs. They are skilled at understanding what the children and young people need and use a variety of communication tools to support them.

Safer recruitment processes are robust, which means all staff are thoroughly vetted and deemed safe to work with children and young people prior to employment. New staff receive a well-structured induction programme and probationary period.

The effectiveness of leaders and managers: outstanding

The manager is highly experienced at supporting children and young people who have complex health and medical needs. She provides strong leadership with a visible presence and has an extensive knowledge of the children and young people which she readily shares with the staff team.

The manager has excellent partnership working with parents and health, education and social care professionals, which provides a consistent approach when caring for children and young people. A parent said: 'I don't know where we would be without the support.'

The manager is ambitious in ensuring that children and young people have the everyday opportunities and experience that their peers would participate in. There are no barriers because of their level of need and they frequently experience being out and about in the community with their friends.

Research-based knowledge is built into everyday practice. Training is at the forefront of the development of the staff team, which provides the highest levels of care to meet the complex individual needs of the children and young people.

Staff receive regular supervision and three-monthly appraisals, using reflective practice to enhance their personal and professional development. Staff say they feel well supported by the manager, who is always available for guidance.

The manager has a full overview of the home's strengths and areas for development. She is using her quality of care review reports to implement changes in practice to continuously improve the outcomes for children and young people.

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: SC033152

Provision sub-type: Children's home

Registered provider: North Lincolnshire Council

Registered provider address: Church Square House, 30-40 High Street, Scunthorpe, North Lincolnshire, DN15 6NL

Responsible individual: Darren Chaplin

Registered manager: Lesley McKenzie

Inspector

Sue Hatton: social care inspector

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