

SC059842

Registered provider: Bolton Metropolitan Borough Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a local authority short-break children's home. It is registered to provide care and accommodation for up to four young people who have physical and/or learning disabilities.

A registered manager is in post.

Inspection dates: 21 and 24 February 2020

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: 11 October 2018

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/10/2018	Full	Outstanding
19/12/2017	Full	Outstanding
20/03/2017	Interim	Improved effectiveness
27/10/2016	Full	Outstanding

Inspection judgements

Overall experiences and progress of children and young people: outstanding

This home continues to provide exceptional short-break care for young people who have complex needs and disabilities. This is underpinned by a consistent staff team which has worked with young people over many years, developing a rock-solid knowledge of each young person's needs. One young person said, 'I love coming here. I have made friends and I never want to leave. I love it.'

Furthermore, this continuity has led to young people and their families developing trusting relationships with the staff. One parent said, 'I can't fault it. To leave my daughter knowing that she will be cared for like I care for her is massive.' Another parent said, 'I think the place is fantastic.'

Enriching experiences contribute to young people's growth and development. Making new friends, having meals out at restaurants, barge trips, pamper days, or doing arts and crafts are all great achievements for young people. A 'fun day' event was recently organised by the staff in which young people performed their favourite song using words and sign language. This was well attended and thoroughly enjoyed by young people, their families, professionals and staff.

Young people get involved with all aspects of home life. They choose activities, devise a newsletter for families, and they are part of the interview panel for prospective staff across the council. These are fine examples of young people growing in confidence and gaining new skills and experiences.

Young people's complex health needs are met by skilled staff during their stay. A registered paediatric nursing team provides thorough training to the staff that is competence-assessed to ensure that each young person's individual needs are met. Medication processes are safe, and the staff are trained in first aid. These practices, alongside consistent liaison with young people's families, make sure that young people continue to receive high-quality care during their stay.

Staff make sure that all the young people are welcomed into the home. Parents commented positively on how well staff support the transition from initial introductions and visits to overnight stays. This is a view echoed by professionals. Transition planning is highly individualised and well thought out for each young person.

The staff care deeply for young people and they are respectful of young people's dignity. Each young person's personal care and cultural needs are sensitively addressed and supported. For example, young people are taken to places of worship and participate in religious celebrations. Also, young people's preferences for bedrooms are considered before they come to stay, to ensure that they enjoy their stay.

The home has a very welcoming, homely and calm feel. There is a safe play area, along with a sensory garden and an area to grow vegetables and fruit trees, which young people enjoy using.

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

Young people and their families have a strong sense of safety during their short break away from home. A parent commented: 'I know she is safe with the staff and they keep in contact with me.' A culture of safety is prevalent within the fabric of the home.

Risk assessment and care plans are fully understood by the staff. Furthermore, staff receive regular safeguarding training to enhance their understanding of their duties in protecting young people with disabilities. These practices help to safeguard young people.

The staff pride themselves on getting to know each young person. Detailed care plans guide them in addressing any challenging behaviour in a consistent and positive way. As a result, behaviour is managed successfully and there are no physical restraints. The staff are trained in a recognised method of restraint, should it be necessary to hold young people to keep them safe.

Young people live in a physically safe environment where they are protected by well managed health and safety procedures. Trained experts within the local authority assess and review fire safety and health and safety matters. All young people have an evacuation plan that is fully explained to them.

The effectiveness of leaders and managers: outstanding

A highly motivated and passionate registered manager continues to inspire the staff to do their very best work with young people. She works frequently in the home and provides a 'hands-on' approach. A nurturing, warm and child-centred environment is a central part of the ethos of the home. Parents describe the home as a 'home from home'.

The staff are highly complimentary of the manager and enjoy their work. They have regular training, supervisions, appraisals and team meetings to further ensure their competence in delivering a high standard of care. The staff are suitably qualified and have a wealth of experience in working with children and young people who have disabilities.

Straightforward monitoring and recording systems are in place to assess the quality of care that young people receive. The manager strives to improve the service. For example, she is currently developing key-working sessions. Moreover, the recommendation made at the previous inspection has been fully addressed and a more gender-balanced staff team is in place.

The staff work together with young people's families and partner agencies to secure a positive experience for young people. Relationships with all the people involved with each young person are key to the success here. A social worker said, 'It has real warmth. Staff genuinely care about the families and build good relationships. The staff go the extra mile to implement person-centred care plans. They are good advocates.'

The home's written records are excellent and provide a picture of young people's daily living during their stays. Furthermore, each young person has a 'my time away from home' book which captures each young person's journey during their stays, over the years. These are filled with photographs of them enjoying life and meaningful memories for them to look back on.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, 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: SC059842

Provision sub-type: Children's home

Registered provider address: Town Hall, Victoria Square, PO Box 29, Bolton BL1 1RU

Responsible individual: Bernadette Brown

Registered manager: Julie Whitehead

Inspector(s)

Caroline Jones, Social Care Inspector

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