

## Children's homes inspection - Full

<b>Inspection date</b>	<b>25/08/2015</b>
<b>Unique reference number</b>	<b>SC448129</b>
<b>Type of inspection</b>	<b>Full</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered manager</b>	<b>Ms Joanne Joseph</b>
<b>Inspector</b>	<b>Mrs Ann-Marie Born</b>

<b>Inspection date</b>	<b>25/08/2015</b>
<b>Previous inspection judgement</b>	<b>Improved Effectiveness</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<b>The overall experiences and progress of children and young people living in the home are</b>	<b>Outstanding</b>
The children's home provides highly effective services that consistently exceed the standards of good. The actions of the home contribute to significantly improved outcomes for children and young people who need help, protection and care.	
<b>how well children and young people are helped and protected</b>	<b>Outstanding</b>
<b>the impact and effectiveness of leaders and managers</b>	<b>Outstanding</b>

## SC448129

### Summary of findings

#### **The children's home provision is outstanding because:**

- Outstanding relationships between the young person and staff empowered her to engage with the care provided and make significant life changes.
- A consistent staff team provided the young person with tailored and nurturing care in a safe and homely environment.
- The young person made exceptional progress in building self-esteem, feelings of self-worth and social and life skills.
- Proactive partnership working with relevant agencies provided the young person with a consistent, shared approach to her care.
- The young person made outstanding progress in preparing for adulthood and independent living.
- One area for further improvement is identified. This does not have any negative impact on young people.

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

### Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets 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 with the given timescales.

Requirement	Due date
3) The registered person must— (a) keep the statement of purpose under review and, where appropriate, revise it; and (b) notify HMCI of any revisions and send HMCI a copy of the revised statement within 28 days of the revision. (Regulation 16 (3) (a) (b))	22/09/2015

### Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- 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. (The Guide to the Children's Homes Regulations, page 15, paragraph 3.9) This is with specific reference to ensuring that improvements are completed in a timely fashion.

## Full report

### Information about this children's home

This privately run children's home provides care and accommodation for one child, or two children where one is the parent of the other.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/03/2015	Interim	Improved Effectiveness
06/11/2014	Full	Good
06/02/2014	Interim	Not Judged
18/09/2013	Interim	Good Progress
23/01/2013	Full	Good

## Inspection Judgements

	Judgement grade
<p><b>The overall experiences and progress of children and young people living in the home are</b></p>	<p><b>outstanding</b></p>
<p>No young people were present in the home as the last resident moved successfully with her baby to her own property last month. However the inspector spoke with the ex-resident and her mother by telephone. They, staff, and professionals all confirmed that it was the exceptional relationships the young person built with staff which empowered her to make significant changes to her life. The young person said, 'I wouldn't have done what I have without them. I would say that they are all fantastic.'</p> <p>Young people enjoy living in a comfortable semi-detached home which is in a quiet location and indistinguishable from the properties around it. It is fully equipped to allow young people to learn independence skills in a safe, secure and homely environment. The house is currently empty and is in the process of being equipped in preparation for a new admission. Some small repairs are necessary but these do not detract from the quality of the home.</p> <p>Exceptional internal care plans were reviewed and updated regularly with the young person, who wrote her own sections. Consequently she was able to recognise the significant progress she made, further building self-esteem and well-being. A parent said, 'I can't thank them enough for what they did. She was so lucky she was there because it would have been very different for her and for her baby if it hadn't been for them.'</p> <p>The young person's emotional and physical health significantly improved during her time in the home. She was able to become drug and alcohol free thereby not only improving her health but that of her unborn child. The young person reported, "I used to drink alcohol and smoke cannabis every single day before I became pregnant but since coming to (Name) the staff have really given me good advice on how it could affect my health and mine and my baby's future.'</p> <p>With the full support of the committed staff team the young person completed an education placement and fully benefitted from additional support. This inspired her to want to go on and complete further college placements and she has a course in place ready to start in September. The young person stated, '(Name) and (Name) arranged for me to have private tutoring so I could brush up on these skills. The</p>	

team looked after my baby while I was in my lessons. I really appreciated this, it is really helping me.'

The significant improvement in the young person's emotional health and well-being enabled her to rebuild family relationships. The staff team facilitated contact within the home, supporting the young person with contact until she felt ready to start spending time alone with family members. This growth not only ensures that important cultural and community links are maintained but provides further support for the young person and her child as they start their independent lives. Her parent said, 'It's been fantastic.'

Young people's views and wishes are central to the care they receive. The decoration and running of the home was decided by the young person with the full support of the nurturing and skilled staff team. As a result she gained the social skills and confidence she needed in order to express her views positively. The young person said, 'It was brilliant and I felt really comfortable. The staff were there to support me and I could talk to them.'

The proactive manager and staff team ensured all relevant documentation was obtained from the placing authority. These, together with the home's own assessments, provided a comprehensive picture of the young person's needs. Careful planning ensured that the young person and her baby received exceptional tailored support. This allowed the young person to gain the skills she needed to parent her baby while still having a social life and spending time with family members. A staff member said, 'I would call this a very loving, caring and nurturing environment which teaches the fundamental skills a new mum needs without treading on their toes.'

The young person benefitted immensely from excellent support for her transition to independence. She learnt how to manage a home, including paying the bills, planning meals within a budget and cooking nutritious meals for herself and her baby. This individually tailored support has allowed the young person to confidently move in to her own property together with her baby and provided a foundation for her future. A social worker said, 'The emotional and practical support was excellent. I can't speak highly enough of the home, they supported her to develop her independence skills and understand a limited budget. It certainly paid off because she was prepared.'

	Judgement grade
<b>How well children and young</b>	<b>outstanding</b>

<b>people are helped and protected</b>	
<p>Exceptional individual and generic risk assessments are underpinned by a comprehensive locality assessment. As a result the young person was cared for in a safe and secure environment empowering her to fully engage with the care provided. She grew in self-esteem and confidence enabling her to understand why adults were concerned about her past behaviours. The young person said, 'I thought I knew everything but I soon realised I had so much more to learn. I really used to struggle living in my last children's home. Being here makes me feel really calm, the staff are lovely and I settled in straight away.'</p> <p>The young person, who had previously been exposed to risks of child sexual exploitation and going missing, settled in this home and there were no missing episodes. The young person, 'I never used to keep myself safe. I would always be getting into trouble and running away from my care home every week. That has all changed now; I have not run away since I came to live here because I feel really safe.'</p> <p>The young person learnt the benefits of behaving appropriately. Outstanding individual behaviour management plans, enhanced by a positive consequences system, empowered her to respond to any frustrations or stresses in a mature and adult matter. The young person commented, 'Since I moved to (Name) my behaviour has changed massively. I used to take drugs, drink alcohol and get into lots of trouble. I felt comfortable and that the staff were really safe and right around me and my son.'</p> <p>Excellent relationships between the young person and staff meant that she wanted to learn appropriate and positive communication methods. Consequently physical intervention was not necessary in this home. Her parent said, 'All the staff are really good especially (Name). The work (Name) did with my daughter was extraordinary,' and a social worker said, 'Safeguarding was excellent, they kept me in touch and worked very closely with me.'</p>	

	Judgement grade
<b>The impact and effectiveness of leaders and managers</b>	<b>outstanding</b>
<p>The skilled and experienced Registered Manager is appropriately qualified to fulfil her role. She has 21 years' experience in residential child care and has managed</p>	

two previous homes, both of which have achieved outstanding status. She has been managing this home since July 2014. She, and her equally competent deputy manager, are excellent role models and provide a caring and nurturing environment. The young person said, 'The staff team are fantastic with both of us. (Name), the manager was the first person to meet my baby and she cried when I handed him to her, I won't forget that.'

The young person made exceptional progress from her starting points across all aspects of her development. As a result of the targeted support she received, the young person has been able to move in to her own property, together with her baby, and has a placement at college to pursue her education. She reported, '(Name) the deputy manager has also supported me because I argued about staying out but she stuck to her guns because it was best for us. I am confident that I now know how to keep myself and my baby safe and I understand the reasons why.'

The skilled and consistent staff team are ably supported to fulfil their roles. Regular supervision is supplemented by ongoing support when necessary. Specific training is arranged to ensure that they can meet young people's needs. For example, work with a children's nurse in preparation for caring for a new born baby. A staff member said, 'Before we moved in the manager organised for a midwife to come and take us through everything so we were all up to date and we went on the paediatric first aid course which was very good.'

Excellent internal and external monitoring processes ensure that any areas of development are swiftly and proactively addressed. In order to further improve care and build upon the home's strengths the proactive manager has worked hard to comprehensively apply the new regulations.

The home's Statement of Purpose was last reviewed in April 2015. However, this was not provided to the HMCI in line with legislation. Nevertheless, as the care provided comprehensively meets the aims and objectives detailed in the Statement of Purpose, young people are appropriately placed. This enhances their opportunities for success.

Excellent proactive partnership working ensures that young people receive consistent and concentrated care. This has proved particularly effective in supporting the most recent young person to stay in the home. The collaborative working of the staff, social workers for the young person and her baby and health professionals led to an outstanding outcome. A social worker said, 'I have recommended them to other authorities and I wouldn't hesitate in placing another young person there.'

## What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

## Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, 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 who it is trying to help, protect and look after.

This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service 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*.

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