

Children's homes inspection - Full

Inspection date	04/08/2015
Unique reference number	SC067865
Type of inspection	Full
Provision subtype	Children's home
Registered Person	Keswick Care
Registered Person Address	Keswick Care Limited 125 Tenter Balk Lane Adwick-le-Street Doncaster South Yorkshire DN6 7EE

Responsible Individual	Mrs Gillian Spinks
Registered manager	Ms Joanne Joseph
Inspector	Mrs Ann-Marie Born

Inspection date	04/08/2015
Previous inspection judgement	Improved Effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Outstanding
The children's home provides highly effective services that consistently exceeds 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.	
how well children and young people are helped and protected	Good
the impact and effectiveness of leaders and managers	Outstanding

SC067865

Summary of findings

The children's home provision is outstanding because:

- Young people are thriving as a result of the excellent relationships they have with staff.
- Young people make exceptional progress in building self-esteem, confidence and feelings of self-worth.
- Staff provide young people with consistent and nurturing care in a safe and homely environment.
- Young people's growth in self-esteem and confidence empowers them to engage with education provision enhancing their future life opportunities.
- Proactive partnership working with relevant agencies provides young people with a consistent, shared approach to their care.
- 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
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))	01/09/2015

Full report

Information about this children's home

This is a privately run children's home. It is registered to care for three young people who may have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/01/2015	Interim	Improved Effectiveness
23/10/2014	Full	Good
21/11/2013	Full	Good
26/09/2013	Full	Inadequate

Inspection Judgements

	Judgement grade
<p>The overall experiences and progress of children and young people living in the home are</p>	<p>outstanding</p>
<p>Young people enjoy living in a comfortable homely property within an established community. Their sense of inclusion and belonging is enhanced by the warm relationship they have with neighbours and easy access to neighbourhood provision. Photographs of young people adorn all of the communal walls reinforcing the family feel of the home. Young people take pride in their home. A young person said, 'We should get outstanding because it is the best care home I've ever been in. This is my home.'</p> <p>Care planning starts before young people move in to the home. Young people are matched carefully with each other to ensure that they all receive the best possible opportunities. Exceptional care plans ensure that young people's holistic and diverse needs are carefully identified. These are then reviewed sensitively with young people allowing them to recognise and build on their achievements.</p> <p>Young people enjoy outstanding relationships with the warm, nurturing and enthusiastic staff team. Young people feel important, valued and cared about. The sense of security and belonging this engenders, empowers them to engage positively with their plans and to participate in new activities. A young person said, '(Name) does relaxation with me, she gives my shoulders a massage and tells a story on my face. It's lovely, it really relaxes me. And (Name) read me a bedtime story last night. I know I'm too old really but I loved it.'</p> <p>Young people make exceptional progress in their psychological and emotional health. As a result their feelings of self-worth improve allowing them to take advantage of the healthy living messages provided by the home. A staff member said, 'She's not self-harming anymore.'</p> <p>The enthusiastic staff team are aspirational for young people to succeed academically. They proactively work with local schools to provide appropriate placements. Consequently all young people are in full time education and have ambition to go on to further education. This not only enhances their self-esteem and confidence now but improves their future employment opportunities and life chances. A parent reported, 'I'm really pleased that (Name) is doing well and pleased that she completed school and is going to college.'</p> <p>Young people confidently express their wishes and feelings sure in the knowledge they will be listened to. They each have an independent advocate and complaints information is readily available. One young person suggested that a compliments</p>	

box be placed next to the complaints book and made that herself. Young people state they are so happy in the home that the compliments box is used often. Young people learn how to make requests and express their feelings positively from the positive examples set by staff.

Young people's time is carefully planned. This not only allows them to bond with staff and engage with education but provides them with new experiences. For example, horse riding, ice skating, or joining the staff team on a team building activity. Friends are welcome in the home and on days out, for example to a theme park. Young people's increased social and life skills empower them to recognise things they like about themselves enabling them to build positive new friendships within the local community. A staff member said, 'The progress (Name) has made since she arrived is phenomenal. At the other home she was in to legal highs, stealing, going missing, involved in gangs and she's not doing any of that here.' Young people are well prepared for transition to independent living and adulthood. The home's specialist programme starts with a baseline assessment and goes up in stages from bronze to silver to gold. The photographic evidence of each accomplishment provides young people with a record of their achievements. They take pride in their new skills further bolstering their self-confidence.

The majority of young people live a considerable distance from their home towns. The staff are sensitive to the impact this has on them and strive to ensure they are able to maintain contact with family members. In some cases this has resulted in them being able to regain contact rebuilding those important familial and cultural links. A parent said, 'They are brilliant. They are a bubbly lot, really bubbly, helpful, kind and they've really done well by my daughter.'

	Judgement grade
How well children and young people are helped and protected	good
<p>The committed staff team do all they can to safeguard young people. Extensive risk assessments ensure each young person's individual vulnerabilities are known and planned for. Consequently the majority of young people, and all those currently resident in the home, make significant progress in understanding why adults are concerned for their safety and learning self-protection skills. A young person said, 'I trust all the staff. They really care about me and this is like a real home. I've never felt so loved and cared for.'</p> <p>Not all young people fully engage with the care provided and continue to place themselves at risk. Staff work very closely with partner agencies to identify the most appropriate and safe place for that young person to reside. One young person recently left the home to move in to a secure children's home after a spate of offending behaviour which had left him vulnerable. His social worker wrote,</p>	

'Thank you for your and your staffs on-going support and commitment to (Name). I appreciated that you were prepared to bend over backwards for him but unfortunately he was not in the right mind-set to engage.'

Comprehensive missing person protocols are effectively followed, including arranging multi-agency strategy meetings, to address concerns if necessary. Determined staff members not only work closely with specialist police officers but actively search for young people when they are missing from the home. The majority of young people respond to the security provided in the home and do not absent themselves which is a marked improvement on previous placements. A social worker said, 'She used to go missing all of the time from her previous home but she hasn't from there. She could have absconded if she really wanted to but she hasn't because of the relationships she has built up with staff.'

None of the young people in the home are currently at risk of child sexual exploitation (CSE) although most were when they were first admitted. This significant improvement is carefully monitored by the proactive management team ensuring young people remain safeguarded.

Young people benefit from the use of positive rewards and a point scheme which encourage good behaviours. Individual risk assessments ensure that staff fully understand each young person's vulnerabilities. Behaviour management and positive handling plans are developed together with young people who learn how to build positive, warm relationships with the nurturing staff team. Consequently young people's self-worth improves; they know what is expected of them and appreciate the value of behaving appropriately. A young person said, 'I like getting positive consequences.'

Young people feel safe and secure in the warm, family atmosphere in the home. This, coupled with the consistent behavioural expectations and boundaries, enables them to learn appropriate ways of managing their feelings. Consequently restraint has rarely been necessary. The one occasion physical intervention was used was managed safely and provided the young person involved with the opportunity to reflect upon the consequences of her actions. A social worker said, 'I like the way the carers calm her down and help her understand the consequences of her actions. When she is angry she is able to come and talk about it. It is a big achievement for (Name).'

	Judgement grade
The impact and effectiveness of leaders and managers	outstanding
The Registered Manager is qualified to fulfil her role and has held registered	

manager status for 12 years. She managed a previous children's home which was judged as outstanding by Ofsted for nine years. She has been the manager of this home since January 2014. She is fully supported by an equally well qualified deputy manager. The young people and staff fully benefit from their expert guidance and passion for their role. A staff member said, 'Every kid in care should have a chance to be in a home like this with managers and support like this. They are great.'

Young people make exceptional progress across all aspects of their emotional development. This growth in feelings of self-worth empowers young people to engage with education and participate in positive activities. This further builds feelings of self-esteem and confidence in their own abilities. Young people's consultation files, overseen by the manager, are fully complemented by excellent graphs which visually demonstrate progress.

Staff receive high quality supervision. Core training subjects are complemented by specialist sessions on current subjects and to meet the needs of individual young people. For example, staff have recently had training on legal highs, CSE and radicalisation. Young people therefore are cared for by staff that are well trained and fully supported to meet all of their needs. One staff member said, 'I get a sense of achievement when I'm here' and another commented, 'I love coming to work.'

Outstanding external monitoring visits provide a clear picture on the home's strengths and any areas of development. Much improved internal monitoring processes ensure that young people's voices are heard throughout. This allows young people to have even further investment in the home enhancing their sense of belonging. One young person said, 'I like talking to my key worker' and another commented, 'They listen to what you want and do everything they can for you.'

The home is complying with its Statement of Purpose which provides a comprehensive picture of the care to be provided. This has recently been updated to reflect the change in legislation. However this has not been supplied to HMCI as required.

The management team proactively interact with a wide range of professionals. They use their 'engaging the wider system' consultation logs to regularly canvass the views of partner agencies. It is evident that their practice approach with education providers and placing authorities have fully benefitted young people, for example in securing a place in a mainstream school and ensuring that the home's and local authorities' pathway plans run parallel to each other. A social worker wrote, 'a huge thank you for your great support and that of your lovely staff and excellent speedy response to our many requests.'

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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Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
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