

## **Children's homes inspection - Full**

<b>Inspection date</b>	<b>28/04/2015</b>
<b>Unique reference number</b>	<b>SC060758</b>
<b>Type of inspection</b>	<b>Full</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered person</b>	<b>3 Dimensions Care Limited</b>
<b>Responsible individual</b>	<b>Mrs Nita Ellul</b>
<b>Registered manager</b>	<b>Mrs Shirley Cowell</b>
<b>Inspector</b>	<b>Mrs Janice Hawtin</b>

<b>Inspection date</b>	<b>28/04/2015</b>
<b>Previous inspection judgement</b>	<b>Good</b>
<b>Enforcement action since last inspection</b>	None
<b>This inspection</b>	
<b>The overall experiences and progress of children and young people living in the home are</b>	<b>Good</b>
The children's home provides effective services that meet the requirements for good.	
<b>how well children and young people are helped and protected</b>	<b>Good</b>
<b>the impact and effectiveness of leaders and managers</b>	<b>Good</b>

**SC060758**

## **Summary of findings**

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

- The Registered Manager and staff are able to build and sustain effective and mutually respectful relationships with young people. These relationships are based on staff understanding the unique and specific needs of young people with additional learning needs, building on their strengths and tackling weakness with imaginative and reflective practice.
- The Registered Manager is fairly new to this role. In a short space of time, and with the help of a mentor and support from directors she has been able to review and improve practice. Good use has been made of feedback from both previous Ofsted inspections and from the monthly independent monitoring visits.
- The progress made by the young people in this home is carefully measured and readily evident to parents and professional stakeholders. A parent commented about her child's progress, saying 'they are coming on tremendously, I can't begin to tell you how much help they have had, and they are settled and happy.'
- Staff work in partnership with other professionals and support agencies; these relationships are fundamental to the success and progress made by young people. For most young people change has been noteworthy, while for others it has been momentous. Examples such as young people accessing health services for the first time, being able to get dressed or demonstrating empathy for others are evident.
- Managers and staff have high expectations of young people. Young people feel listened to and valued; their aspirations are encouraged. Activities provided to young people are linked to their individual development needs and interests. A young person who hopes to have a career working with marine life is having scuba diving lessons.
- Young people identify an adult they can talk to and they feel safe in this home. Staff understand, and regularly review behaviour management strategies. Rewards schemes are in place to encourage acceptable behaviour and self-awareness. Incidents of young people going missing from this home are rare. Physical restraint is only used where there is significant risk of injury, and the number of incidents has reduced over time.



## 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
33: Employment of staff, in particular ensure that all employees receive practice related supervision by a person with appropriate experience (Regulation 33(4)(b))	26/06/2015

### Recommendations

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

- ensure that all children in the home have access to a computer and the internet to support their learning and development (quality standard 5.19)

## Full report

### Information about this children's home

- the home's is registered to provide care and accommodation for up to 5 young people who may have emotional and behavioural difficulties. Some young people may also have specific learning disabilities
- the provision is registered with the Department for Education to provide education on this site for young people who live in this and other homes run by this small independent provider

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/10/2014	CH - Full	Adequate
21/08/2014	CH - Full	Inadequate

## 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>good</b></p>
<p>Young people benefit from the individualised care provided by staff. This care stems from a comprehensive understanding of the needs of young people. Many struggle with academic and everyday tasks because of their specific conditions and additional learning needs. Young people have developed in this home after a number of previous placement breakdowns and long periods of exclusions from school. A parent said 'it took six years of poor education and struggling in schools that couldn't meet his needs before we found this place, and it's been a godsend.'</p> <p>Each young person benefits from their own small team of dedicated workers. This provides consistency for young people and allows them to form relationships. Young people are comfortable in this environment, they appear relaxed and at home. One young person described the home as 'epic'. Young people are valued, they feel listened to and are consulted about all aspects of their life. Staff, the manager and directors are imaginative in providing ways to help young people overcome their difficulties and make progress.</p> <p>Staff have negotiated with health care workers to provide unique services to young people to help to help them overcome phobias and concerns. Staff are also confident to advocate on behalf of young people if services are slow to respond to requests for help. This approach helped speed up access to child and adolescents mental health services for young people.</p> <p>Staff monitor young people's progress using a tracking system which helps them to identify ongoing development needs. The system is detailed and breaks down every stage of learning depending on individual needs. For example in basic living skills young people not only learn how to use the toilet but also to check if there is toilet paper available, and know how to use public toilets. Staff use every opportunity to promote young people's involvement and learning.</p> <p>The range of activities provided is exceptional and nothing is considered beyond young people's reach. They develop community involvement skills, joining in with a variety of groups, make good use of the surrounding countryside to keep physically healthy and several young people go 'free running'. Good use is made of the large trampoline in the garden and young people are keen to demonstrate their skills. Young people also go fishing and then cook their catch for other young people to try. Activities provided help young people to develop skills build confidence and raise their self-esteem. Importantly they are also having a great time.</p> <p>Young people are encouraged to understand their family history usually through regular</p>	

contact which is supported by the staff. They are also helped to understand their impact on others through the use of reflecting on their actions. For some this has resulted in them demonstrating empathy for others and apologising when they have been wrong.

Young people's achievements are recognised and celebrated. Birthday celebrations are a main event, typically a large party is held and young people invite friends, family, teachers and usually most employees of the organisation as well. The manager has improved the keeping of photographs and other appropriate memorabilia so that young people have a history of their time in the home.

Young people attend the organisations school which is on the same site as the home. Staff from both environments work together, meeting twice a day to discuss progress and any concerns or issues which may impact on behaviour in either environment.

	Judgement grade
<b>How well children and young people are helped and protected</b>	<b>good</b>
<p>Each young person has a dedicated group of carers within the homes staff team. The teams meet on a regular basis to discuss risk, determine behaviour management strategies, review rewards schemes and ensure young peoples continued progress. All plans including behaviour management plans and changes are discussed with young people and their approval is sought. This good practice provides consistency and promoting feelings of security for young people who know what to expect from staff and what is expected of them.</p> <p>Detailed risk assessments are in place to support behaviour management and inform staffs practice. Staff review these documents following any incidents and it is possible to see a gradual reduction in difficult behaviour from young people. Staff consider and adapt their responses to difficult behaviour. They use reflective practice discussions to identify opportunities for avoiding confrontation, enabling young people to develop the appropriate coping strategies to deal with their frustration and anxiety. The numbers of incidents have reduced significantly over time.</p> <p>The use of physical restraint in this home is limited to avoiding serious injury. It's use has reduced over time as young people have become more settled in the home. The use of reflective discussions in this area has also been instrumental in the staff identifying de-escalation opportunities and avoiding the use of physical restraint .</p> <p>Young people have not gone missing from this home for some time. Occasionally young people attempt to walk off the site. Staff follow young people and have always been able to encourage them to return. Police protocols are in place and staff understand what</p>	



actions to take should any incidents occur.

Most young people have regular contact with family. Staff support some relatives to develop a better understanding of difficult behaviour and how to avoid conflict. This is improving relationships and contributes to keeping young people safe. Recent work with families has included helping them understand the importance of clear boundaries for young people.

Safeguarding training is compulsory for all staff and they understand what action to take and who to contact in the event of a child being at risk or making allegations. Issues are passed on to the placing authority and the local area safeguarding board, these are dealt with appropriately to protect young people.

Managers and directors make use of research based practice. Recently they have reviewed recruitment practice against guidance issued by the Independent Children's Homes Association of Providers. Questions asked of potential care staff have improved and now offer better opportunities to understand the interviewee's values and to help identify those who may seek to harm young people.

The environment is safe, regular health and safety checks are completed to avoid young people being exposed to unnecessary risks.

Not all young people have access to the internet in the home and this limits some opportunities for developing the young person's understanding of internet safety and use of technology to develop life skills and explore the wider world.

	Judgement grade
<b>The impact and effectiveness of leaders and managers</b>	<b>good</b>
<p>A Registered Manager is in place, and she has considerable experience of work in this field. She has a childcare qualification level three and is currently studying a level five diploma in leadership and management. The manager has been employed in the home for 12 months. Over previous years the home has consistently sustained good outcomes for young people. Last year there had been difficulties in the management of the home, some staff morale was low and record keeping was poor. Some behaviour management practice including use of physical restraint to contain young people was inappropriate. The new manager has made good use of the lessons from the two previous Ofsted inspections and with the support of directors of the company significant developments have been made to improve the service provided to young people.</p> <p>The Registered Manager understands the strengths and weaknesses of the home and has</p>	

the confidence and support of a dedicated team of workers who want to make a difference and provide the best possible service. All previous requirements and recommendations made at the last inspection have been met and a plan is in place to promote further developments. Without exception staff speak positively about, and have high aspirations for young people. They are eager and readily able to discuss young people's achievements.

Staff maintain good partnership working with other agencies, including a seamless service between the children's home and the onsite school. Care and education staff meet together at least twice a day. This provides opportunities to discuss progress and any particular difficulty which may require additional support in either the education or care environment. Staff also have the guidance of a behaviour management specialist who helps with planning.

The manager and care staff make good use of support services such as health; they have sought advice from youth offending teams and mental health services. Young people are involved in community activities, some attending uniformed organisations and being involved in local pantomimes and carnival groups.

Supervision and support for staff is provided on a regular basis. The quality of supervision is variable depending on the supervisor; some staff miss out on the opportunities for personal development through the routine use of detailed reflective supervision.

Independent monitoring of the home is completed on a monthly basis. The independent person checks records and holds discussions with young people staff and other stakeholders. Actions for improvement are set and dealt with by the staff team. This prompt action contributes to avoiding any issues becoming chronic and impacting on the welfare and progress of young people.

The statement of purpose provides accurate clear and up-to-date information about the services offered in the home. The organisation also has a dedicated website which provides further guidance for stakeholders.

## 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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