

## Children's homes – Interim inspection

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| <b>Inspection date</b>             | <b>24/03/2017</b>   |
| <b>Unique reference number</b>     | <b>SC372504</b>   |
| <b>Type of inspection</b>          | <b>Interim</b>  |
| <b>Provision subtype</b>           | <b>Residential special school</b>                                       |
| <b>Registered provider</b>         | <b>The Senad Group Limited</b>  |
| <b>Registered provider address</b> | <b>Senad Group Ltd, 1 St. Georges House, Vernon Gate, Derby DE1 1UQ</b> |

|                               |                        |
|-------------------------------|------------------------|
| <b>Responsible individual</b> | <b>Mark Flynn</b>      |
| <b>Registered manager</b>     | <b>Matthew Cousins</b> |
| <b>Inspector</b>              | <b>Corrinne Barker</b> |

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|--|-------------------|
| <b>Inspection date</b>   | <b>24/03/2017</b> |
| <b>Previous inspection judgement</b>   | <b>Good</b>       |
| <b>Enforcement action since last inspection</b>  | <b>None</b>       |
| <b>This inspection</b>   |                   |
| <b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b>   |                   |
| <p>This home was judged <b>good</b> at the full inspection. At this interim inspection, Ofsted judges that it has <b>sustained effectiveness</b>.</p> <p>Since the full inspection, the home has seen a change of registered manager. The new manager's appointment has been very positive and despite some changes in staffing, the home continues to provide a good service to children and young people. Young people make measurable progress, particularly in relation to their personal, social and emotional development. One parent told the inspector that his son had made fantastic progress, and he also praised the 'amazing staff'.</p> <p>Staff provide high quality, individualised care to young people who have complex needs. Young people make a strong contribution to their care plans, and engage in direct work with staff. This enables young people to get involved, and increases the investment in their own plans. Staff demonstrate very good awareness of a range of communication styles and support young people to express themselves as fully as possible. Staff recognise small but significant progress and celebrate young people's achievements. Extra-curricular activities are encouraged, and provide further opportunities for young people to develop social skills, keep active and improve their physical and emotional well-being. Staff consider young people's sense of identity; the design and decoration of individual homes and bedrooms fully reflect this. Young people are encouraged to develop a sense of responsibility and make sensible choices through goal setting and high levels of praise from staff.</p> <p>Three young people have been admitted to the home since the full inspection and four young people have moved on. Staff work with local authorities to ensure that young people are matched appropriately prior to their admission. The manager and staff are able to identify where young people are not making progress, or when the home is not meeting a young person's needs. In these instances, swift liaison with local authorities ensures that a young person's needs are considered and next steps can be agreed.</p> <p>The majority of staff are appropriately experienced and skilled. They have an exceptionally good understanding of young people's individual needs. In recent months, a number of new staff have joined the home and are still in their probationary period. This has put pressure on more experienced staff in the interim. The management team has recognised this issue and is providing</p> |                   |

additional support.

Staff manage challenging behaviour well. Managers are working together to develop consistent approaches to behaviour management. Notably, managers ensure that all staff are aware of incidents, known triggers for negative behaviour and young people's individual needs around de-escalation. For some young people, physical intervention is necessary at times to ensure their own safety or that of others. Both the young people and the staff are provided with the opportunity to debrief after incidents. Managers acknowledge that the system of debriefing is robust for core staff, but may not fully meet the needs of temporary staff. Staff record incidents of restraint clearly. Managers fully analyse the information provided to review individual behaviour management plans, and look for any patterns or trends in how behaviour is being managed.

All young people attend the on-site school. Alternative education packages, such as work experience or attending the local college, are available. Communication between the care and education settings is effective.

The residential accommodation is well maintained. Any repairs are quickly undertaken to ensure that the site remains safe.

The requirement made at the full inspection related to safeguarding procedures for staff. This requirement is met. Two recommendations were also made at the full inspection. One related to the temperature of the room where medication is stored. This recommendation is met. The second related to staff signing and dating records. While this has improved, a further recommendation has been made at this inspection, specifically relating to the need for up-to-date healthcare plans to be on each child's file.

The new manager is developing strategies to reduce duplication and to streamline young people's plans. This remains a work-in-progress at this stage. Monitoring and quality assurance systems continue to be effective, and reflect the desire to continually improve the service.

## Information about this children's home

This service is part of a privately owned residential school for children and young people who have learning difficulties. This service is registered to accommodate up to 55 children and young people.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement    |
|-----------------|-----------------|-------------------------|
| 26/07/2016      | Full            | Good                    |
| 25/02/2016      | Interim         | Sustained effectiveness |
| 09/09/2015      | Full            | Good                    |
| 03/02/2015      | Interim         | Sustained effectiveness |

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

### **Recommendations**

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

- The registered person must ensure that staff have the relevant skills and knowledge to be able to: respond to the health needs of children; administer basic first aid and minor illness treatment; help children to manage long-term conditions; and, where necessary, meet specific individual health needs arising from a disability, chronic condition or other complex needs. This is in reference to ensuring that staff have access to an up-to-date healthcare plan on the child's file. ('Guide to the children's home regulations including quality standards', page 34, paragraph 7.12)

## **What the inspection judgements mean**

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

## **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 that 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 focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

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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