

Children's homes – Interim inspection

Inspection date	18/01/2017
Unique reference number	SC442401
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Roc Northwest Ltd
Registered provider address	Roc Northwest Ltd, 41 Silverdale Road, Carnforth, Lancashire LA5 0AL

Responsible individual	Katie Stephens
Registered manager	Paula Normanton
Inspector	Janine Shortman-Thomas

Inspection date	18/01/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection	
<p>This home was judged good at the full inspection. At this interim inspection Ofsted judged that it has improved effectiveness.</p> <p>The manager has suitably addressed the two requirements raised at the last inspection. The young people have completed a review of the young people's welcome guide, and a new young person to the home has commented that they have found this informative and useful. In addition, the manager ensures that the statement of purpose is updated regularly to reflect any changes within the staff team. This ensures that the placing local authorities and families are aware of who is providing the care and support to the young people in the home. The manager has also addressed the three recommendations raised in regards to enhancing communication with young people and partner agencies. Consequently, young people are now encouraged to be involved in their care planning and to sign their care plans and risk assessments. As such, young people now have an understanding of these plans, how the young people are being supported by staff to reduce the perceived level of risk and what progress they have made. Furthermore, communication between all agencies is much more effective as the manager systematically ensures that all agencies, including Ofsted, are consulted with and informed of any significant events.</p> <p>Young people's transitions into and out of the home are managed adequately by the management team. The manager ensures that the needs of each young person already living in the home are suitably considered before they welcome any new young people into the home. The manager works tirelessly with all agencies and placing authorities to ensure that new young people joining the home quickly receive the services that they require. Furthermore, the management team and the manager respond appropriately to safeguard young people when risk-taking behaviours such as going missing from the home or concerns around child exploitation arise. The manager ensures that the staff follow the suitable risk assessments and care plans that are in place to support young people during these times and requests additional support and services promptly. The manager is acutely aware of her responsibilities to safeguard young people and identifies when these risks become too great. At these times, the management team is proactive and requests the necessary meetings with the placing local authorities to ensure that suitable and safe placements are identified to promote and maintain young people's safety.</p> <p>Four of the five young people enjoy sustained and stable placements and are</p>	

making good progress in regards to their education, health and emotional well-being. Young people benefit from regular high school attendance and subsequently make good progress against their individual targets and goals. This is because the manager is proactive in identifying when young people are falling behind, and she listens to young people when they themselves identify that they require additional help and support. At these times, the manager is proactive in her response and pursues additional help and support such as additional tuition.

Young people engage in a range of age-appropriate physical activities, such as horse riding, dog walking and swimming. Some young people choose to attend additional community-based activities, such as guides and air cadets, and benefit from improved social relationships and confidence. In addition, these activities support young people to maintain a good standard of physical well-being alongside providing them with further opportunities to increase their positive peer relationships within the local community.

Staff support young people to develop and sustain positive relationships with themselves, their family members and their peers sensitively. Young people are assisted to remain in regular contact with those who are important to them, so that they sustain a positive sense of self and maintain their individual identity.

Young people confirm that they are well supported by the staff and that they enjoy positive and trusting relationships with them. Young people say that staff listen to them and make sure that they are involved in the decisions that affect their lives. Records demonstrate that when young people or others have raised complaints, these are taken seriously by the manager, and robust investigations are carried out. This reinforces that young people's views are important and ensures that a suitable outcome is reached in a timely manner.

The manager and staff continue to offer a safe environment to young people. Physical restraints are used appropriately as a last resort to support young people at times of heightened anxiety and distress to prevent serious harm or injury to themselves and others. The manager maintains good oversight of these incidents and ensures that young people and the staff are offered the opportunity to reflect and learn from the incident. The manager's monitoring highlights where changes to practice are required, and she quickly identifies and implements suitable action plans to rectify this. Consequently, the staff's practice continues to improve and young people's safety and welfare are promoted further as this learning is disseminated into practice.

The manager and staff ensure that young people continue to benefit from living in a clean and comfortable home. There is adequate communal space in the lounge and dining area for young people to spend time together as well as space where they can take quiet time such as in their bedrooms.

There has been a change to the management team since the last inspection, as both the previous registered manager and the previous deputy manager have now left. Both positions have been filled by experienced and qualified leaders who share a commitment and passion to continue to make a positive difference to young

people's lives. The newly appointed and registered manager, who is experienced and qualified, is effective in undertaking her management responsibilities and duties. The new staff that have joined the team bring different experiences and skills to further enhance the quality of care and experiences that young people receive. Staff confirm that they are supported well through the management systems and that they can access additional help, support and guidance as they feel that they require it. They confirm that the training opportunities that they are provided with help to support them in their delivery of a high standard of care to young people. Good internal and external monitoring systems ensure that the manager is fully up to date with the progress that young people make, and this supports her in identifying further areas for continued development. This ensures that she and the staff team continue to improve the experiences for young people, which enables them to make good progress.

Information about this children's home

This children's home is owned and managed by a private company. It provides care and accommodation for no more than five children and young people who have emotional and/or behavioural difficulties, physical disabilities and learning disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/04/2016	Full	Good
13/01/2016	Interim	Improved effectiveness
30/06/2015	Full	Good
10/02/2015	Interim	Sustained effectiveness

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors 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'.

Information about this inspection

Inspectors 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 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 whom 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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