

## Children's homes – Interim inspection

<b>Inspection date</b>	<b>18/05/2016</b>
<b>Unique reference number</b>	<b>SC393940</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Children's home</b>
<b>Registered person</b>	<b>Potton Homes Ltd</b>
<b>Registered person address</b>	<b>9 Brookway, LONDON, SE3 9BJ</b>

<b>Responsible individual</b>	<b>Susan Potton</b>
<b>Registered manager</b>	<b>Emma Donnelly</b>
<b>Inspector</b>	<b>Fiona Littlefield</b>

<b>Inspection date</b>	<b>18/05/2016</b>
<b>Previous inspection judgement</b>	<b>Good</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<p><b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.</b></p> <p>This home was judged <b>Good</b> at the last full inspection. At this interim inspection, Ofsted judges that it has <b>Improved effectiveness</b>.</p> <p>The management team has addressed the recommendation of the previous inspection and re-organised the supervision schedule. All staff now receive supervision regularly.</p> <p>Young people have made exceptional progress because they are looked after by staff who know them extremely well. Young people have complex needs, and staff and managers understand the importance of consistently applying their routines. Nothing is left to chance. Each young person has a bespoke programme that is displayed round the home in pictorial form, and to which both staff and young people refer. These are discussed in handover meetings after each shift. In addition, weekly meetings have now been adapted so that staff and managers review each young person's activities and behaviour in detail. One independent reviewing officer said: 'They deal with the whole person, developing their knowledge of her behaviour, what works and what doesn't. She now has so many improved life experiences and activities and gets out into the community in a way that we had not expected.'</p> <p>The management team holds the interests of young people at the centre of its practice. For instance, young people in this home have little sense of danger, so they are protected by making sure that staff accompany them at all times. Staff and managers balance accurate risk assessments with sound management strategies and follow rigorous health and safety checks in the home. As a result, young people are safe.</p> <p>The management team places a high value on staff development. Senior workers are studying for national vocational qualification level 5, while the majority of staff already have the national vocational qualification level 3. Remaining staff members either are due to complete this training shortly or have just started this following their induction. Managers are aware that these staff members do not meet the regulatory requirements regarding this issue but have organised a sound plan to ensure that all staff will have the necessary training. Managers ensure that staff receive specialist training to improve their ability to communicate with non-verbal</p>	

young people. Consequently, staff develop caring and sustaining relationships based on an enhanced understanding of the young people's wishes and feelings.

Both staff and managers see themselves as part of a team working around the young person, so partnership with families and professionals is a priority. All young people have contact with their families, and this is fully supported by staff. This means that young people see those people who are important to them, and this increases their sense of security. Recently, managers arranged an open day for parents of young people living at the home. Apart from raising funds for the National Autistic Society, this proved a welcome opportunity for parents to share experiences and to gain support. Feedback from parents about this initiative was extremely positive. The management team members benefit from rigorous external monitoring, which they welcome and respond to constructively. Consequently, they continually pursue improvement in the service that they provide.

All young people attend school. Staff support them purposefully and are ambitious for them, wanting them to view their future with optimism. Some young people are now starting to learn skills in the home that will help them as they reach adulthood, such as washing and dressing with support and helping with their laundry. This greatly enhances their self-esteem, and this confidence shows in their performance at school. One reviewing officer commented about one young person: 'I observed her in class, and she is really making progress: able to concentrate better, acquire knowledge and manage tasks.'

Staff and managers also apply a highly integrated approach to scrutinising incidents of negative behaviour. They work with health professionals to identify triggers, and amend the management plan. This means that young people change and develop while staff remain confident that they can work with them and keep them safe. There have been no notifications or serious incidents since the last inspection. The number of complaints is extremely low, and staff and managers approach them as an opportunity to develop the service. One parent said: 'I appreciated the way my complaint was handled and it gave me confidence. We have that kind of relationship now.'

## Information about this children's home

This is a privately owned residential service for up to five young people, irrespective of gender, between the ages of eight to 17 years old, with a diagnosed learning disability.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/01/2016	Full	Good
26/05/2015	Interim	Sustained effectiveness
22/01/2015	Full	Outstanding
12/06/2014	Interim	Improved effectiveness

## 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 persons 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 persons must comply within the given timescales.

<b>Requirement</b>	<b>Due date</b>
The registered person must ensure that an individual who works in the home in a care role has the appropriate qualification by the relevant date (Regulation 32 (4)(a)(b) (5)(a)(b)).	21/11/2016

## **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 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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