

1243966

Registered provider: Chaigeley Educational Foundation

Interim inspection

Inspected under the social care common inspection framework

Information about this children's home

This is a private children's home, registered to provide care and accommodation for up to six children at any given time who are experiencing emotional and/or behavioural difficulties.

The accommodation comprises three separate bungalows located in the grounds of this company's school.

Inspection date: 30 January 2018

Judgement at last inspection: Requires improvement to be good

Date of last inspection: 19 September 2017

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

This home was judged requires improvement to be good at the last full inspection. At the interim inspection, Ofsted judges that it has improved effectiveness.

Since the last inspection, there has been one new admission to the home. The admission was carefully planned and a gradual process. Furthermore, the manager and staff ensured that the young people already placed were kept informed and updated. As a result, it was a smooth transition and all young people settled quickly.

All three young people are happy and settled at this home, and feel safe. They say they enjoy great relationships with the staff and feel comfortable talking to them about anything. Young people also said that they all like the homemade meals and the range

of activities on offer.

Staff support the individual interests and talents of young people. This further strengthens young people's competencies and helps to build their confidence and self-esteem. Current examples of supported interests include gymnastics, cars and scooters. One young person said, 'We have a really big sports hall where we can play all sorts of games. I like football and basketball.'

During the October half-term, all young people enjoyed a holiday together. One young person was thrilled to find that on her return to the home her bedroom had been fully redecorated and refurbished.

Comments from young people include:

'I rate this home 9 out of 10. The activities and food are all good and all the staff are very supportive and I like talking to them.'

'This is the longest placement I have ever had and I am now going to school and not going missing as much.'

'It's good here and the staff are nice and are helping me with my anger. The best thing is the amount of money I can earn for being good.'

'I feel safe here because staff know how to look after me when I feel that I may hurt myself or others. I want to stay here and get good exam results.'

Prior to this placement, young people had not made progress in their education settings. All young people are now in full-time education at the school on the same site, and their attendance has improved to between 96 and 100%. This is significant progress. Extracts from recent school reports show that young people are making very good progress from their starting points. Examples include, 'This pupil is now doing really well in school and is making particularly good progress in maths. There have been no angry outbursts for a long time. In fact she has been very nurturing to a younger pupil,' and 'This pupil now has 100% attendance. He is working well and is back on target in all subjects.'

Good partnership working between the care staff and education and health colleagues has ensured that young people are now assessed appropriately to receive all the specialist services that they require. This is in addition to the twice-weekly therapy that they are all receiving and are fully engaging in. One young person said, 'I find them really helpful and I have learned to breathe deeply if someone is getting on my nerves.'

Incidents of going missing have significantly reduced for all the young people. An example includes one young person who had previously been missing from care on 16 occasions within five months and in a previous placement on a daily basis. However, in the last four months they had only been missing from care on five occasions. This is a noticeable difference. Arrangements are well established for ensuring that independent return home interviews are completed in a timely way. However, the reports are not then shared with the care staff. This is important information for reassessing any new risks and agreeing new strategies to protect each child. A recommendation has been made.

Staff have demonstrated that they are managing young people's behaviour well. When incidents of extremely challenging behaviour occur, staff are no longer reliant on police intervention. Consequently, relationships between the home and the police have improved.

There are good arrangements in place to promote young people's health and emotional well-being. All medicals, immunisations and treatments are up to date. This is particularly good progress for one young person who staff have supported to attend all medical appointments, despite his genuine anxieties. Other notable improved outcomes include better sleep patterns for young people without the previous reliance on medication. Self-injurious behaviours have also reduced in frequency and severity. One social worker said, 'Socially, my young person is making great progress and her confidence is growing all the time.'

There is no doubt that the outcomes for all the young people have improved since the last inspection. However, the manager acknowledged that the internal and external monitoring processes and the administrative and recording systems remain key areas for continued development. The company had recently invested in a new electronic recording and monitoring system. Currently, the company is in the process of inputting information so, realistically, the new system's full potential cannot yet be determined.

There has been good progress in addressing four out of the five requirements and the two recommendations made at the last inspection. The experienced and suitably qualified manager is now registered with Ofsted. She interviewed particularly well, demonstrating a sound knowledge of the children's home legislation and a good working knowledge of achieving positive outcomes for young people. An independent reviewing officer wrote, 'I am very confident that the manager is focused on the individual strengths and weaknesses of the child, and directs the team to promote the best possible outcomes for her.'

The registered manager has established excellent working relationships with a wide range of relevant agencies to safeguard and promote young people's welfare. Moreover, she has the confidence and competence to appropriately and successfully challenge and advocate in a young person's best interests if she feels other stakeholders are not fulfilling their specific roles.

The registered manager has developed a clear workforce development plan and has established a robust system to ensure that all staff gain the minimum qualification required of their respective roles in a timely way. Furthermore, and most significantly, the registered manager has effectively stopped a previous pattern of high staff turnover and has ensured that good quality training and regular supervision is available. This means that a consistent staff team, that has a good understanding of young people's unique and complex needs, now cares for them.

Since the last inspection, the recording of restraints and sanctions has improved. The registered manager has successfully ensured that there has been a significant reduction in the use of physical interventions. In particular, she has reversed a culture of young people always being restrained when causing criminal damage. She is currently working

hard to ensure that all staff always impose sanctions that are relevant and proportionate to the particular misdemeanour.

Frequent criminal damage continues, and this is particularly evident in two out of the three cottages that are not currently homely environments. To address this, the young people are having a short break in the February half-term school holidays, when the cottages will be redecorated.

All the required legal documentation is now on children's files, and notifications are forwarded to Ofsted in a timely manner. This demonstrates that appropriate action is taken to safeguard and protect young people in full consultation with other relevant agencies.

At the last inspection, there was no evidence that a review of the quality of care provided in the home had been considered. However, since the new registered manager has been in post she has addressed this. The report clearly identifies the priority areas for continued development within the next six months. However, there is limited evaluation especially around restraints, and evaluation does not incorporate stakeholder feedback. This is an unfortunate oversight, especially given the fact that placing authorities are highly satisfied with the quality of service provided and the outcomes for their respective young people. A requirement has been issued to address this shortfall.

Professionals all provided good feedback about the communication in the home. Specific comments included the following:

- 'I feel the staff and manager have worked very hard with the young person. He had found living in residential care very difficult with his additional and complex needs. The young person has his own plan that is tailored to his individual needs and promotes his interests. They have worked extremely hard to ensure that this young person feels safe and listened to. He is now in full-time education despite not previously attending for nearly two years.'
- 'The manager provides good direction to the team. I have been very impressed with the staff and the work with my young person to keep her safe and happy. The plan to keep her safe is as good as I could wish for. It is clear that the staff are really committed to her.'

Despite being a requirement at the last inspection, the external monitoring visits are still not consistently enriched or informed by the views of young people, their parents and relatives. In fact, most of the visits have taken place within school hours. In response, the registered manager stated her imminent intention to terminate the contract of the independent visitor and thereby improve the robustness and quality of future reports.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
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What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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 within the given timescales.

Requirement	Due date
<p>45: Review of quality of care</p> <p>Any quality of care review must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45(5))</p>	30/06/2018
<p>44: Independent person: visits and reports</p> <p>When the independent person is carrying out a visit, the registered person must help the independent person to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (2)(a))</p>	28/02/2018

Recommendations

- Homes should take account of information provided by independent return interviews when assessing risks and putting arrangements in place to protect each child. (Guide to the children's homes regulations including the quality standards, page 45, paragraph 9.30)
- For children's homes to be nurturing and supportive environments that meet the needs of their children, they should be homely and domestic environments. (Guide to the children's homes regulations including the quality standards, page 15, paragraph 3.9)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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'.

Children's home details

Unique reference number: 1243966

Provision sub-type: Residential special school

Responsible individual: Antonio Munoz-Bailey

Registered manager:
Stephanie Hewitt

Inspector(s)

Lynn O'Driscoll, social care inspector

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