

Children's homes inspection – Full

Inspection date	18 May 2016
Unique reference number	SC397987
Type of inspection	Full
Provision subtype	Children's home
Registered provider	Fairfield Residential Ltd
Registered provider address	Fairfield House, 59 Warburton Lane, Manchester, Lancashire M31 4NL

Responsible individual	Kendall Cope
Registered manager	Vincent Ikeasomba
Inspector	Sarah Oldham

Inspection date	18 May 2016
Previous inspection judgement	Sustained effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
How well children and young people are helped and protected	Good
The impact and effectiveness of leaders and managers	Requires improvement

SC397987

Summary of findings

The children's home provision is good because:

- Young people enjoy positive relationships with staff. They feel that staff have supported them to settle into the home and that they involve them in decision-making about the things that they like to do.
- Education is supported well. This includes arrangements for young people who have been excluded from education to re-engage through the provision of tutorial support in the home.
- The home is proactive in sourcing appropriate healthcare to meet individual needs, working in partnership with a range of healthcare professionals, including occupational therapists and children and adolescent mental health services (CAMHS).
- Positive behaviour is encouraged and supported through agreed strategies, with additional involvement of CAMHS.
- Since the last inspection, the manager has registered with Ofsted and has been proactive in addressing shortfalls identified as a result of the inspection.
- The home has experienced some shortage in staffing. Although recruitment has taken place, new staff have yet to commence duty. However, the manager has ensured that cover to address this shortfall has been arranged through current staff or staff from the organisation who know the young people well. This has provided continuity of support and minimised the impact on the young people of being cared for by people whom they do not know.

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

Statutory requirements

This section sets out the actions that 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.

Requirement	Due date
<p>13: The leadership and management standard</p> <p>In order to meet the leadership and management standard, with particular reference to the recruitment and retention of staff, the registered provider must:</p> <p>(2)(d) ensure that the home has sufficient staff to provide care for each child.</p>	30 July 2016
<p>32: Fitness of workers</p> <p>The registered person must recruit staff using recruitment procedures that are designed to ensure the child's safety. The requirements are that full and satisfactory information is available in relation to the individual in respect of each of the matters in schedule 2. This is with specific reference to obtaining a reference from the person's most recent employer (Regulation 32(1)(3)(d)).</p>	30 July 2016

Recommendations

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

- Staff need the knowledge and skills to recognise and be alert for any signs that might indicate that a child is in any way at risk of harm The registered person should ensure that skills in safeguarding are gained, refreshed and recorded in the home's workforce plan. This relates to understanding internet safety and to providing correct information about the local authority designated officer ('Guide to the children's homes regulations including the quality standards', page 43, paragraph 9.12).

Full report

Information about this children's home

The home is privately owned and is registered to provide accommodation for up to two children with learning difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16 March 2016	Interim	Sustained effectiveness
20 October 2015	Full	Good
24 March 2015	Interim	Sustained effectiveness
4 September 2014	Full	Adequate

Inspection judgements

	Judgement grade
<p>The overall experiences and progress of children and young people living in the home are</p>	<p>Good</p>
<p>Young people move into the home following detailed planning, to enable them to feel fully included in the decision. Whenever possible, they are encouraged to visit the home and to spend time getting to know staff and contributing their views on how they wish to personalise their own bedrooms. Young people say that they get on with the staff most of the time and always have someone they can talk to or share any concerns or opinions with. Various communication resources are used to ensure that all young people have the opportunity to make their wishes and views known. Individual placement plans identify individual care needs. The manager is aware that any placements made at the home must be carefully assessed and matched to ensure that the staff deliver consistent care in accordance with the home's statement of purpose. Currently, the home has a vacancy and, although it is identified that another young person living at the home would be beneficial for the current young person living there, all relevant people will be consulted prior to any young person moving in, to minimise risks of a placement breakdown.</p> <p>Educational outcomes are promoted. When young people are not in school placements, staff work in partnership with the placing authority to source education placements. When there is a delay, external tutors are sourced to ensure that access to education is promoted. At the time of the inspection, the young person was engaging in education, and staff were observed encouraging this to continue. An additional resource of a tablet has been agreed by the placing authority, to aid access to education on line. This has not yet been provided, so the manager has followed this up to ensure that one is supplied as agreed in the young person's education statement.</p> <p>Young people are encouraged to lead healthy lifestyles. The home works in partnership with parents to address any concerns that they raise about this. This includes developing planned menus to help with dietary intake and requesting additional support from a dietician. Activities offered enable the young people to take part in healthy activities such as swimming, walking and riding bikes and scooters, to give them further opportunity to remain active. When additional health needs are identified, including support to access specialist services, the staff liaise with healthcare professionals to support this. For example, they access an occupational therapist to undertake specific work to assist young people's mobility, and involve CAMHS to support additional behavioural needs through multi-disciplinary working.</p> <p>Staff understand the importance of family contact and they facilitate this well. This enables young people to maintain good relationships with families and other</p>	

people who are important to them.

Young people are actively encouraged and supported to participate and to be involved in decisions about their care. Staff encourage and support young people to communicate their wishes and feelings about, for example, contributing to their care, and they also support them to attend their statutory reviews whenever possible.

As a result of this inspection, two requirements and a recommendation have been made in relation to recruitment of staff and to ensuring that staff have correct information about the local authority designated officer and that they understand issues in relation to internet safety.

	Judgement grade
How well children and young people are helped and protected	Good
<p>Young people receive good support to enable them to feel safe. Staff demonstrate a good understanding of the young people in their care, including any additional needs associated with their disabilities. Individual risk assessments identify strategies to minimise risk. Staff hold regular discussions with young people about safety and well-being. When there are areas of concern, staff discuss these with the manager and placing authority. For example, when a young person has their own electronic devices and can access the internet independently, staff discuss the positive use of these, but outline potential negative areas and work in partnership with the placing authority, parents and young people to minimise the risks of unsupervised use. However, the agreed strategies of securing the electronic devices have not been robustly followed on some occasions, with some staff not understanding the implications of this. The manager has reiterated the importance of this to all staff, and this is clearly identified in updated risk assessments.</p> <p>There have been no missing-from-home incidents. However, one young person ran away from staff while out in the community. Staff followed agreed protocols and the young person was found within ten minutes. This resulted in a review of risk assessments, to minimise the risk of this occurring again and additional work was undertaken with the young person regarding safety.</p> <p>Positive behaviour is promoted. Staff follow agreed strategies to minimise negative behaviours identified in individual plans. These plans are kept under review and are being developed, ensuring that they reflect current behaviours and incorporate strategies agreed following the recent involvement of CAMHS.</p> <p>The home follows the organisation’s safer recruitment practice. However, a review of the staff files identified a shortfall in following up references from the latest</p>	

employer for one staff member. References from previous employment had been taken up, and this staff member has worked for the organisation for a number of years. Discussions with senior managers demonstrate that protocols are in place to minimise the risk of this happening again.

At the previous inspection, some shortfalls were identified with regards to the upkeep and maintenance of the home. These have been addressed, with the kitchen cabinets being repaired and the lock on the bathroom door being replaced with a suitable lock. Regular monitoring of the home ensures that health and safety issues are identified and addressed in a timely manner, to provide young people with a safe environment to live in.

	Judgement grade
The impact and effectiveness of leaders and managers	Requires improvement
<p>The manager was registered with Ofsted in April 2016. He has experience of working with children and adults with complex needs and holds relevant qualifications, including the level 5 diploma in leadership and management. He has high aspirations for the service but acknowledges that it is early days in his management role. Due to some staffing shortages, he has worked a significant number of shifts, and this has not enabled him to fulfil all the management tasks and changes that he wishes to introduce. This has had an impact on his capacity to monitor the home effectively. For example, he has not ensured that the information about the local authority designated officer has been updated to reflect the current contact details. This could have an impact if there was a safeguarding concern and staff needed to contact this person. This is an area that he has discussed with the senior management of the organisation, and further recruitment has been undertaken to address this. However, new staff have yet to commence their employment, resulting in the manager continuing to work some shifts to cover this shortfall.</p> <p>Staff receive regular supervision, which focusses on outcomes for children and young people as well as on their own practice, training and future development. The manager has addressed the shortfall identified at the previous inspection with regards to recording of information, by reviewing staff reporting, to ensure that it is helpful to young people in their futures. Staff confirm that they are aware of the importance of recording clear, factual information.</p> <p>Staff attend training and development to ensure that their skills and knowledge</p>	

remain current. This includes training on safeguarding and child sexual exploitation. They have also recently undertaken training on the autistic spectrum, in relation to the needs of the current young person at the home. This has increased their awareness and understanding of specific needs and strategies to be used. However, recent usage of electronic devices and access to computers has identified a potential shortfall in staff knowledge and understanding of internet safety.

Staff have regular team meetings and daily handovers. These enable them to pass on relevant key information and provide continuity of support.

Independent monitoring of the home is undertaken on a monthly basis, with reports identifying any shortfalls being forwarded to the manager and Ofsted. These reports provide independent scrutiny of the home and identify any shortfalls that need to be addressed. The manager responds positively to these but has not always had time to address shortfalls in a timely manner. The manager has developed positive relationships with placing social workers and other agencies involved in the care and support of the young person in placement. One social worker said, 'The manager ensures that I am provided with information on a regular basis, including regular reports demonstrating how outcomes are being met. The home is working hard to improve outcomes and provide stability for the young person. This has included engaging with education, linking with healthcare professionals and providing good support to facilitate transport, to enable the young person to maintain regular contact with his family.'

The manager has addressed the three requirements received at the last inspection in relation to the statement of purpose being updated, to regulation 44 independent monitoring reports being forwarded to Ofsted and to repairs to the premises being completed to ensure that the home is comfortable and safe. Some areas for further work to be undertaken have been identified during this inspection. However, the manager commenced some of these during the inspection and has a good understanding of the strengths of the home and areas for further development.

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 children looked after 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 that 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 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 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'.

Any complaints about the inspection or the report should be made following the procedures set out in the guidance *raising concerns and making complaints about Ofsted*, which is available from Ofsted's website: www.gov.uk/government/organisations/ofsted. If you would like Ofsted to send you a copy of the guidance, please telephone 0300123 4234, or email enquiries@ofsted.gov.uk.

The Office for Standards in Education, Children's Services and Skills (Ofsted) regulates and inspects to achieve excellence in the care of children and young people, and in education and skills for learners of all ages. It regulates and inspects childcare and children's social care, and inspects the Children and Family Court Advisory and Support Service (Cafcass), schools, colleges, initial teacher training, workbased learning and skills training, adult and community learning, and education and training in prisons and other secure establishments. It inspects services for looked after children and child protection.

If you would like a copy of this document in a different format, such as large print or Braille, please telephone 0300 123 4234, or email enquiries@ofsted.gov.uk.

You may reuse this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence, visit www.nationalarchives.gov.uk/doc/open-government-licence, write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email: psi@nationalarchives.gsi.gov.uk.

This publication is available at www.gov.uk/government/organisations/ofsted.

Interested in our work? You can subscribe to our monthly newsletter for more information and updates: <http://eepurl.com/iTrDn>.

Piccadilly Gate
Store Street
Manchester
M1 2WD

T: 0300 123 1231
Textphone: 0161 618 8524
E: enquiries@ofsted.gov.uk
W: www.gov.uk/government/organisations/ofsted

© Crown copyright 2016