

The Warren Children's Home

Inspection report for children's home

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Inspector	Keith Riley
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Date of last inspection	18/01/2011

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About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the *Inspections of children's homes – framework for inspection* (March 2011) and the evaluation schedule for children's homes.

The inspection judgements and what they mean

Outstanding: a service that significantly exceeds minimum requirements

Good: a service that exceeds minimum requirements

Satisfactory: a service that only meets minimum requirements

Inadequate: a service that does not meet minimum requirements

Service information

Brief description of the service

The children's home is registered to accommodate six children and young people of either sex. The home can accommodate children and young people with emotional or behavioural difficulties.

Overall effectiveness

The overall effectiveness is judged to be **outstanding**.

This is a highly effective service that positively impacts on the young people's lives. Young people receive an excellent standard of care and highly personalised support from a committed and caring staff team.

Effective management ensures that the home is monitored robustly and that practice is reviewed with a view to improving outcomes for the young people. Robust safeguarding procedures and practice that are well understood by staff keep young people safe. Young people say they feel safe and well cared for and enjoy positive relationships with staff.

Education is seen as a priority and staff successfully promote attendance and support young people's educational achievement. Young people's health needs are met and they benefit from regular contact with the home's consultant psychologist.

The home is being effectively managed with a development plan in place which demonstrates a capacity for continuing improvement. The current manager is not yet registered with Ofsted and there were minor shortfalls in the Statement of Purpose.

Areas for improvement Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
7 (2001)	submit an application for the manager to be registered. (Regulation 7(1) (2) The Children's Homes Regulations 2001 & The Care Standards Act 2000 (Registration) (England) Regulations 2010 (Part 2, Regulation 3(1))	27/01/2012
4 (2001)	ensure the Statement of Purpose consists of a statement as to all the matters listed in Schedule 1. (Regulation 4 (1))	27/01/2012

Outcomes for children and young people

Outcomes for children and young people are **outstanding**.

Staff provide a caring, open and professional environment where young people are supported to work on their self esteem, resilience, understand their background and focus on the future. There are excellent outcomes. Parents say, '(name) whole attitude to life and the future has changed since (name) moved there. I have nothing but admiration for the permanent staff who have helped and encouraged (name) to this stage' and, 'This is the longest period of stability (name) has had in their life and (name) has greatly benefited from the efforts and input of staff who (name) respects and loves.'

Young people feel comfortable with staff and interact well with them in a relaxed manner. The highly individualised support keeping young people at the centre of practice generates a culture of respect and security. Young people say they feel secure. Their life experiences and confidence is enriched and they reciprocate the respect and dignity afforded to them.

Young people's psychological, physical and health needs are met. They have the best possible care and support through staff engaging with a variety of other professionals to ensure individual needs are being met. This includes a consultant clinical psychologist who is readily available to the young people. There is a cohesive approach giving young people the optimum opportunity to progress. As a result behaviours that challenge are infrequent.

Education is seen as a priority in the home and young people have excellent attendance at school. Their achievement is exceptional taking into account their starting point at the time of placement. Young people speak proudly of their progress and have clear goals for the future. Other young people are supported in their independent living skills and make exceptional progress, for example, accessing the community safely. Young people, who have struggled to access the community in the past, now engage constructively with the wider community on a daily basis.

Contact with family members and other people important in young people's lives is fully supported. Staff demonstrate a clear commitment to facilitating contact, for example, providing transport where necessary. Making friends in the local community is actively supported and young people say they are able to have friends visit in the home. Young people have a sense of identity and belonging.

Quality of care

The quality of the care is **outstanding**.

The emphasis placed on identifying and supporting young people's holistic needs is outstanding. The opportunities for exploring young people's emotional and psychological health are central to care planning processes.

Young people enjoy excellent supportive relationships with staff that are based on effective communication and trust. They benefit from the consistent relationships that are in place between them and their key care worker. Key staff demonstrate motivation and continued interest in the welfare of individuals. Regular team meetings ensure the current needs of young people are central to the practice of all staff. Young people speak positively of their relationships with staff. They know how their needs are being supported as a result of the ongoing and consistent dialogue between them and staff.

Young people's views are promoted and seen as central to running the home. They benefit from numerous opportunities, both formal and informal, to consult with members of staff and to voice their feelings and opinions. As a result, young people are able to engage in a variety of activities such as accessing the gym, horse-riding or singing lessons. They are able to choose the décor of communal areas such as the lounge and kitchen.

Staff have excellent knowledge in respect of young people's health needs. Discussions show young people benefit from interventions and support provided by the organisation's and external specialist medical and therapeutic staff. Young people say they have someone they feel they can talk to.

Staff have an extremely good relationship with the school and are in regular contact to ensure any issues are quickly addressed. For example, an action plan is drawn up and agreed with the young person, school and home to deal with particular incidents. Documents examined at inspection show these to be historical events.

Needs relating to young people's cultural background and personal identity are identified and positively addressed in both daily living and care planning. For example, young people are encouraged and supported to explore their ethnic background and celebrate their heritage.

The home has recently been decorated and furnished to an exceptional standard which creates a pleasant domestic environment. Young people are fully involved in the decision-making process in the décor of the home. They are able to personalise their bedrooms to a very high standard to reflect their hobbies and interests.

Safeguarding children and young people

The service is **outstanding** at keeping children and young people safe and feeling safe.

Overall there are excellent arrangements to safeguard young people. Young people state they feel safe and secure at the setting. They feel comfortable in talking to staff and other professionals involved in their lives.

Staff promote safe behaviours outside the home as well as positive behaviour within the home. They engage with other professionals to make this a success. The

management of the home and care practice protects young people while enabling them to take reasonable risks as part of their growth, for example, accessing the community independently. Risk assessments are regularly reviewed and updated where appropriate to ensure they continue to promote the well-being of young people. This ensures that all risks are managed and that the young people are assisted to take part in activities with acceptable levels of risk.

The management ensures that all the relevant agencies are informed of any safeguarding issues. This ensures that strategies and plans can be developed in the event of any concerns being identified. Effective management and adherence to robust policies ensure all are protected and supported. The culture embedded in the home ensures that the children benefit from a robust and rigorous approach which treats the young people's emotional and physical safety as paramount.

The home is physically safe and appropriately secure. Health and safety certificates verify the safety of the environment. The privacy of young people is respected and information is confidentially handled. Staff are aware of those young people who enjoy quiet time in their rooms. Innovative systems, put into place with discussion with young people, means staff know the whereabouts of young people while their free choice and independence is protected. This keeps them safe.

Rigorous recruitment procedures in line with the regulations ensure all checks are completed before a staff member is authorised to work in the home. This ensures that children are cared for by appropriate adults with a full employment history.

Staff are trained in the home's behaviour management programme. There is a strong emphasis on de-escalation and distraction. Incidents are analysed so care plans and risk assessments are amended as necessary. The consistent feedback into practice means that the incidents requiring physical intervention occur infrequently. In addition, incidents where young people go missing from the home are currently rare. Young people feel secure and their needs are being met. Staff are aware of their vulnerabilities and are very clear what action to take should an incident occur, which include good protocols with the police. Likewise, incidents of bullying are unknown; good placement planning and excellent knowledge of young people's needs and vulnerabilities ensures young people live in a calm environment.

Leadership and management

The leadership and management of the children's home are **good**.

Young people receive care from a staff team who are themselves highly supported and enthusiastic about their roles. The organisation demonstrates a strong commitment to staff training and achieving certificates and awards relevant to their roles. Staff feel their training needs are met and they positively engage in training on offer, both internal and external. New staff are subject to a comprehensive induction programme and must satisfy the management of their competencies during a probation period. Young people are cared and supported by a competent staff team.

There is strong, visible leadership which promotes high quality care and positive outcomes for young people. The professional, motivating and supportive environment creates a happy and caring atmosphere in the home. Young people say, 'We have a good network of staff that I get on well with. I feel they care about me' and, 'I don't see anything that the staff do that I don't like. If I did I would tell the manager.'

The home offers care and accommodation for young people in line with its Statement of Purpose. The aims and objectives of the home are understood by authorities who regularly place in the home. However, it does not contain all of the matters listed in the regulation. This has no impact on the quality of care being delivered.

The management regularly consider the running of the home to maintain excellent care levels. There is an excellent commitment to structure the service to meet young people's individual needs; for example, the company's practice to determine occupancy levels by the needs of the young people.

Monitoring arrangements are very effective. Significant events are notified promptly and dealt with appropriately to improve practice where possible. Visits by an independent visitor in accordance with regulation ensures there is regular external monitoring of the service. Young people benefit from a service that is under regular review and continuous improvement.

The current manager is not yet registered with Ofsted. This is raised as a requirement of the inspection. The previous recommendation to conduct regular fire drills is being met showing the organisation's willingness to constantly improve the service.

Equality and diversity practice is **outstanding**.