

Children's homes – Interim inspection

Inspection date	21/02/2017
Unique reference number	SC420410
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	ARC HD Services Limited
Registered provider address	Wessex House, Upper Market Street, Eastleigh, Hampshire SO50 9FD

Responsible individual	Martin Rose
Registered manager	Lee Roberts
Inspector	Paul Clark

Inspection date	21/02/2017
Previous inspection judgement	Outstanding
Enforcement action since last inspection	None

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 **outstanding** at the full inspection. At this interim inspection Ofsted judges that it has **sustained effectiveness**.

Young people living in the home say that they enjoy living there, and feel safe there. Relationships between the young people living in the home are good, and young people have positive relationships with staff. This helps to promote a positive life experience for young people.

Young people being admitted to the home undergo a thorough assessment of their needs. This is conducted by the home in consultation with the young person, families, placing authority social workers and health professionals, and the home produces a placement plan which clearly spells out how these needs are to be met. These plans are effectively reviewed. The introduction process is gradual, and is sympathetic to the young person's needs. One parent commented: 'We're very happy with the care provided by the home. They took pains to introduce her to the home gradually and although she hasn't been there very long, she has already settled in. They listen to what we have to say. The home's plan for her clearly identifies her needs and how they intend meeting them.'

All of the young people currently living in the home are above mandatory school age. Pathway plans are in place which spell out the support young people will receive in pursuing their vocational aspirations, and their ongoing educational or training desires.

Although placement breakdowns are rare, when this does occur the home conducts a thorough review of the breakdown, and changes have been seen to have been made to the admission and review protocol of placements. This helps to ensure that placements are appropriate, and do not disrupt the living environment for the young people living in the home. Young people who reach the age when they move to independent living, or adult services, are fully supported by the home through this change. One placing authority social worker commented: 'The home is very child centred and child focused, and they are preparing her well for the move to adult services.'

There is regular and effective internal monitoring of the home which focuses on service improvement and development. This is achieved by the generation of monthly reports by independent visitors to the home. The manager of the home

also conducts six-monthly reviews of the quality of care in consultation with young people, placing authorities and other relevant stakeholders. Recommendations from these reports have been seen to have been acted on. These have included better scrutiny of fire safety measures, and the introduction of enhanced assessments of placement suitability. This shows a commitment to service improvement, which enhances the quality of care for the young people living in the home.

Local authority safeguarding officers report no concerns about the home. There are good systems in place to ensure that young people are kept safe. Behaviour management is properly overseen and recorded. There have been no recent incidents where the young people currently living in the home have needed to be physically restrained, no incidents where young people have gone missing, and sanctions have rarely been necessary. Young people have raised no concerns or complaints.

The home works in effective partnership with placing authorities, parents and fellow professionals. One health professional commented: 'Excellent communication from the home. They keep us keep us informed about her progress and they are very responsive when I contact them. I'm very impressed with the standard of care provided by the home.'

The home has fully met the recommendation of the previous inspection, and the locality risk assessment now includes information about the wider local areas. No requirements or recommendations have been made as a result of this interim inspection.

Information about this children's home

This children's home is registered to accommodate three young people who have complex emotional and/or behavioural difficulties. A multi-disciplinary team supports young people with their mental healthcare needs. The home is owned by a private organisation that operates another children's home in the locality.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
22/11/2016	Full	Outstanding
10/03/2016	Interim	Improved effectiveness
11/11/2015	Full	Good
19/01/2015	Interim	Sustained effectiveness

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 who 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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