

Children's homes – Interim inspection

Inspection date	02/03/2017
Unique reference number	SC488081
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Hopscotch Solutions Limited
Registered provider address	1 Merchant Place, River Street, Bolton BL2 1BX

Responsible individual	Charles Tosan
Registered manager	Peter Watt
Inspector	Phillip Morris

Inspection date	02/03/2017
Previous inspection judgement	Outstanding
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	
<p>This home was judged outstanding at the full inspection. At this interim inspection Ofsted judges that it has sustained effectiveness.</p> <p>Young people’s confidence, independence and self-care skills continue to improve because of excellent recreational and developmental opportunities. For example, both young people undertake voluntary work with a local homeless charity. They are learning new skills and giving their time and commitment for the benefit of others. Both young people are now nearing the completion of their Duke of Edinburgh Bronze Award and will soon be going on an expedition in order to complete the award. This signifies a marked improvement in their abilities and confidence. The young people are enjoying their lives and taking good advantage of the full range of opportunities available to them such as horse riding, attending scouts and enjoying sports. Consequently, they are becoming more confident in their own skills and abilities.</p> <p>The health and development of the young people are of principal importance to the registered manager and staff. Young people remain in contact with primary health care services and receive regular health reviews. The manager and staff utilise to good effect advice from an occupational therapist. For example, the therapist advised staff to use emotions cards with one young person to help him express emotions and feelings. This has helped him, and the staff, to recognise when he is feeling frustrated or sad, and assists in proactively managing behaviour. This young person, who previously had regular emotional outbursts, now presents as happy, contented and settled. Some young people receive support from a psychotherapist to help them to manage emotions and behaviours. The service receives advice and guidance from the local child and adolescent mental health services (CAMHS), in relation to medication and understanding the complex nature of some presenting behaviours.</p> <p>Young people enjoy and benefit from a full range of educational opportunities. Both the young people attend the local school and achieve 97% and 100% attendance respectively. A teacher stated, ‘They are an integral part of school and exemplary students.’ The young people enjoy school and are making strong progress. For example, one young person struggled to verbalise with those around him. He has now progressed to whispering and communicating his views. The other young person is now giving presentations to his classmates and developing his independence skills. For both young people this is very good progress.</p>	

Relationships between young people and their families continue to be supported and valued by the manager and staff. The excellent communication between families and staff contributes to placement stability. Families value the efforts of the staff to provide their young people with good care.

The young people are settled and content and this is reflected in their behaviour. The staff have not had any cause to use physical intervention to manage behaviour. The staff use praise and encouragement to promote positive behaviour. They are also good at celebrating successes and achievements. This has led to young people developing greater confidence. The manager and staff understand what constitutes a significant incident. There have been two such incidents since the last inspection. The manager and staff responded effectively to the incidents, contacting relevant partner agencies immediately and sending a full report to Ofsted. The manager and staff ensured that recording was detailed and that individual risk assessments were reviewed and amended to ensure the safety of young people and staff. The manager and staff spoke to the young people concerned and, as a result, specialist help and support for the young person were arranged immediately.

A dedicated registered manager effectively leads the service. The manager, staff and young people recently undertook to improve the young person's guide, following a recommendation made at the last inspection. They have shown innovation by making the guide an interactive computer program that can be adapted to meet the individual needs of young people who come to live at the home. This guide is now much improved. It has improved the information available to young people moving to the home.

The staff receive a good level of supervision and support to help them provide excellent care to young people. They feel well supported through the provision of regular professional supervision. Supervision sessions place the needs of young people first and also address training and developmental needs. Staff members are accountable in their work with young people, with the manager reviewing their work performance and identifying any shortfalls. The staff feel valued and confident to express their ideas and opinions, because any concerns they may have are treated seriously. One worker stated, 'Things get done. This is why I like to work here, to feel listened to.' Consequently, young people experience consistent care from a well-trained and well-supported staff team.

Information about this children's home

The home provides care and accommodation for up to two young people of the same gender and aged between 10 and 17 years. It is registered to accommodate young people who have learning difficulties, ADHD, epilepsy and challenging behaviour. The home is privately owned and managed.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/11/2016	Full	Outstanding
16/03/2016	Interim	Improved effectiveness
25/11/2015	Full	Requires improvement

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 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 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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Piccadilly Gate
Store Street
Manchester
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