

1228919

Registered provider: Anderida Adolescent Care

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This home is owned by a private company. Its statement of purpose states that it will provide a safe and nurturing environment where children can learn to reflect on life's challenges and start to move on from past trauma while learning the independence and self-care skills required for adulthood. It is registered to provide care and accommodation for up to two children.

The manager was registered with Ofsted in October 2017.

Inspection dates: 8 to 9 August 2019

Overall experiences and progress of children and young people, taking into account **outstanding**

How well children and young people are helped and protected **good**

The effectiveness of leaders and managers **outstanding**

The children's home provides highly effective services that consistently exceed the standards of good. The actions of the children's home contribute to significantly improved outcomes and positive experiences for children and young people who need help, protection and care.

Date of last inspection: 10 July 2018

Overall judgement at last inspection: outstanding

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/07/2018	Full	Outstanding
03/08/2017	Full	Good
09/02/2017	Interim	Sustained effectiveness
31/08/2016	Full	Good

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

Recommendations

- Regulation 45 sets out requirements for the registered person to have a system in place which allows them to monitor the matters set out in the regulation at least once every six months. The registered person should undertake a review that focuses on the quality of the care provided by the home, the experiences of children living there and the impact the care is having on outcomes and improvement for the children. Reviews should be underpinned by the Quality Standards as described in regulations 5-15. ('Guide to the children's homes regulations including the quality standards', page 65, paragraph 15.2)
In particular, reconsider the purpose and length of the six-monthly regulation 45 reviews and include feedback from the young people in the reviews.

Inspection judgements

Overall experiences and progress of children and young people: outstanding

Through staff's investment, time and energy, young people make excellent progress. Placement objectives are exceeded for many of the young people. This can be in areas such as reintegration back into education, building better relationships with their families, minimising and learning safer ways of dealing with self-harm and engaging in therapy.

The young people live in a welcoming environment where they experience stability and routine. Young people know what to expect on a daily basis; from getting up in time for education, eating a home-cooked dinner every evening and having a sensible bedtime. This routine has meant that for one young person, receiving his medication regularly has had a positive impact on his behaviour. The young people develop trust in the staff and respond to their help and support. One young person commented, 'You wouldn't recognise me now to how I was three years ago.'

Well-trained staff understand the importance and benefit of therapy for the young people. Their support encourages the young people to readily engage with the therapy team. This helps the young people to develop insight and understanding into their past histories and traumas, with many excellent outcomes.

Staff conscientiously promote the young people's healthcare needs. The physical, emotional and health needs of each young person are identified in their care plans and appropriate support is given. For example, the approach to responding to and understanding of self-harm has resulted in success for young people in managing their emotions more safely. All staff receive training in sexual health, sexuality, harm minimisation and how to approach young people about these issues.

The staff understand the barriers to learning that each young person may face. Staff show a genuine interest in the young people's achievements at school or college. Regular attendance at school or college is an accepted part of daily life. Some young people attend a school run by the organisation. They benefit from the small class sizes and focused support. Progress made by the young people is exceptional, especially when considering their starting points. Staff understand that achievement at school increases self-esteem and will aid the young people's life chances.

Staff proactively encourage the young people to develop outside interests and to attend local clubs. This enables young people to increase their self-esteem, establish a healthy peer group and widen their views. Each young person's talents are nurtured, and their personal preferences taken seriously. One young person was justifiably proud of successfully completing a charity run.

Staff recognise the importance for young people of having safe contact with families and significant others. The staff support young people to spend time with important people in their lives and will, if necessary, drive the young people out of county to ensure that this can take place.

The young people are treated equally and fairly. Any form of discrimination is not accepted and is robustly addressed. Work is undertaken to educate the staff and young people regarding cultural competence.

How well children and young people are helped and protected: good

The culture and structure in the home ensure that the young people are kept as safe as possible.

On the rare occasion that the staff cannot keep a young person safe, mainly due to external factors, timely action is taken to ensure the protection of all young people and staff. The staff provide consistent and nurturing care and work tirelessly to try and make each placement a success. On the rare occasion a placement is ended prematurely, the staff come together in a group to reflect and learn.

Staff have up-to-date knowledge of a broad and relevant range of safeguarding matters. The young people have positive relationships with the staff; young people feel safe to raise any concerns with the staff. All members of staff have received training in safeguarding and child protection. They know whom to contact and whom to inform if they have concerns about a young person's safety or behaviours. Records show that any concerns have been shared promptly with relevant agencies.

Risk assessments and placement plans are detailed and of excellent quality. This means that the staff have an excellent understanding of the young people's individual vulnerabilities, risks and abilities. For the majority of young people, risk management strategies are effective. Regular one-to-one sessions with staff enable the young people to understand and reflect on their behaviours. The staff promote and encourage pro-

social behaviour where the young people are expected to sign a contract which sets out the expectations of their behaviour. Rewards are used to reinforce positive messages for young people's achievements. For most young people, this approach has been successful. For those young people who find it difficult to adhere to expected behaviours, the staff try everything they can to initiate change.

Warm and trusting relationships are at the heart of the staff's practice. Staff are responsive and consistent in their support. The use of physical intervention to manage young people's behaviour is rare. Staff are skilled in using a therapeutic approach to help the young people manage their emotions.

The effectiveness of leaders and managers: outstanding

The registered manager is an outstanding role model to the young people and the staff. She holds high expectations and aspirations for the young people and this permeates throughout the culture in the home. There are sufficient staff and a strong core team. Consequently, high standards are achieved, and the young people benefit greatly from living in a well-organised home which is strongly led.

There is a respectful culture in the home. Staff are motivated and enjoy working with the young people. Staff receive a wide range of training and enjoy the support given to them by the leadership team and the organisation's therapy professionals. All the staff receive regular supervision; this includes clinical supervision with therapists. This gives the staff a safe space to have their support needs recognised, identify helpful dynamics and relationships with the young people as well as exploring approaches to supporting the young people. As a result, the staff are able to perform their roles with confidence.

The registered manager knows the strengths and weaknesses of the home and is motivated to address any shortfalls identified by the rigorous monitoring systems in place. Continuous improvement is driven by thorough and detailed monthly reports from an external visitor in addition to comprehensive internal monitoring. The staff team aspires to develop and improve their practice to help young people achieve the best outcomes.

The registered manager completes an excessively detailed six-monthly quality of care report that the manager reports as being an onerous task. It lacks feedback from the young people about their opinions of the home, even though these are gained.

The organisation is highly committed to delivering its therapeutic ethos of care. Senior leaders are active in national groups for children's homes, where they discuss changing legislation and care approaches. They use research effectively to further inform their practice.

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.

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: 1228919

Provision sub-type: Children's home

Registered provider: Anderida Adolescent Care

Registered provider address: 6a Neville Road, Eastbourne, East Sussex BN22 8HR

Responsible individual: Erica Castle

Registered manager: Emma-Louise Parslow

Inspector

Liz Driver, social care inspector

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