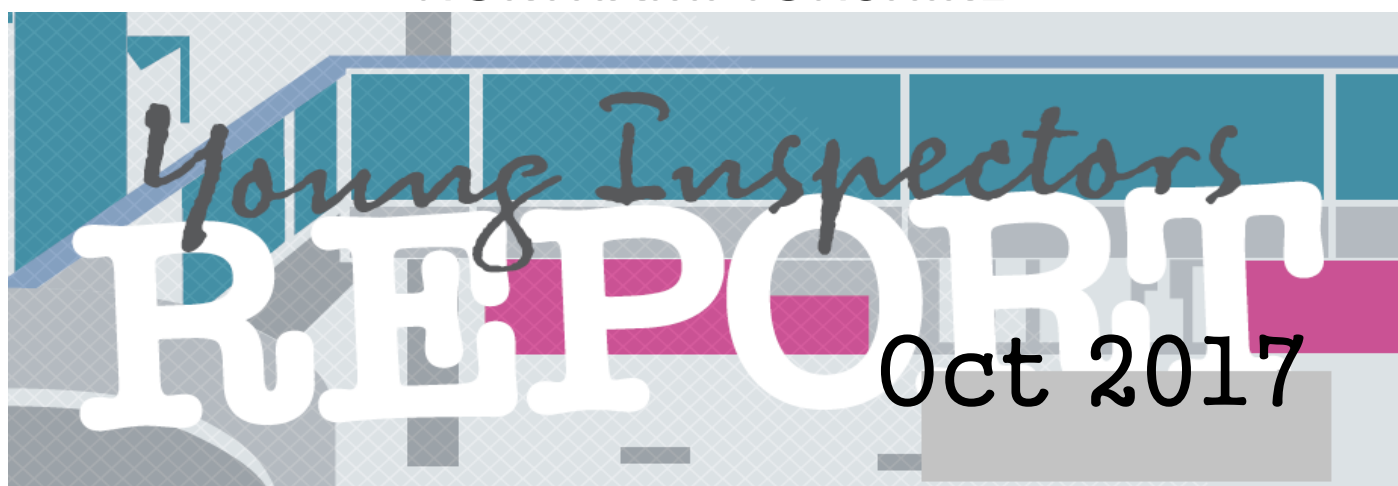


NORTHAMPTONSHIRE



Residential settings for children and young people

1. Who are the Young Inspectors?

Young Inspectors is a scheme within Northamptonshire County Council where young people evaluate services that the County Council provide or commission. It enables the voice of young people to be heard and to inform services of changes and improvements needed. The young people represent the Shooting Stars, Children in Care Council and the Care Leavers Council.

2. How does Young Inspectors work?

The young inspectors evaluate the environment and the setting for the service and hear the experiences and views of the young people that access the services. They speak directly with the service providers and the teams working in these settings. Some of the inspection questions that are asked when inspecting were developed by young people. The young people are trained and supported by the project lead.

3. How did the Young Inspectors get the information?

The team of 7 Young Inspectors focused on gathering information from a range of key services including :

- Short Breaks Residential
- Independent Supported Accommodation
- Childrens Homes

The Young Inspectors talked to the young people that access the provisions. They also talked to the professionals that work at the facilities.



KEY

Messages identified and recommendations



Shooting Stars

In the October half term young people from Shooting Stars visited two Short Breaks residential homes that cater for SEND young in the area to allow families respite care. The young people viewed the property and spoke to staff and young people.

Provider One

Within one setting we found that the young people are being stretched and challenged. The home work closely with the young people to develop their aspirations, to be happy and become more independent.

All parents' carers and young people have access to information which allows them to understand the provision and the care their child will receive at the centre. There is a clear complaints and compliments procedure. The young people do feel safe when accessing the provision.

It is evident that there are positive relationships between staff and young people.

The young people's voice is heard within the service through young people's meeting and one to ones. The staff use various resources to communicate with the young people.

The home provides a wide range of activities and resources for all young people to access. These activities meet every individual child's needs.

The young people are encouraged to work towards independence and are set supported goals in order to achieve this.

The home had a friendly atmosphere even though it had a clinical aspect to it but this has to in place to meet the young people needs.

The staff commented that they enjoyed working at the home and with the young people. They also felt they were giving families a needed break. The staff also felt they had time to be able to listen and build good relationships with the young people.

Young Inspectors and Staff Recommendations

It was found that staff enjoyed working in the home but they felt that there would be a benefit in having more resources including equipment and that the services could be provided for more families.

Provider Two

Within a second provision that was inspected inspectors found they have many resources for both parents, carers and young people to access information about the provision and outside agencies. Prior to visits all families are given the welcome pack which is also accessible on the internet.

The young people do feel safe when staying at the provision. The line manager always ensures when completing rotas for young people to stay that allocation of young people is with friends and in the same age bracket.

There are positive relationships between staff and young people. The young people are always involved in regular meetings.

The young people felt the consequences to bad behaviour needed to be more visible in the provision to allow them to understand what acceptable behaviour is.

The voice of the child is implemented through regular consultation and the young people having a voice the daily meeting.



Staff support the young people communication needs through using various resources.

The young people participate in regular activities whilst staying at the home. Young people are also actively listened to when planning various trips and activities.

The home regularly promote all young people to be independent whilst staying at the provision to give them the ability to be successful young adults.

The provision felt like a safe and friendly environment. Young people were encouraged to bring items and photos from home to make them comfortable during their visit.

All staff said they enjoyed working at the provision and supporting the young people though out their stay. They like the young people to have fun, make friends and enjoy activities.

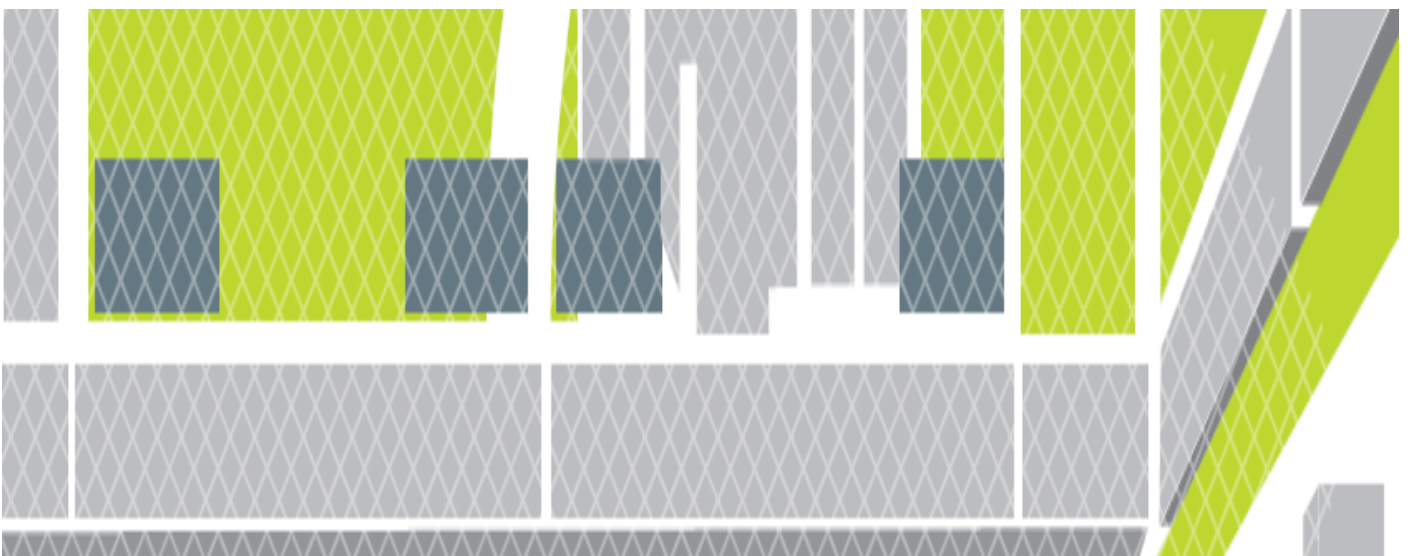
Young Inspectors Recommendations

- The young people understand that the sofa area had to be clinical but they did feel that it could be more homely by having throws and cushions.
- The Young Inspectors felt the provision needed a better bus for trips.



Staff Recommendations

- The staff felt that it would be good to have a roundabout in the garden area.
- They felt they needed more funds to purchase items for the home.



Children in Care Council

Provider One

Within this home all the young people are supported to understand their history and why they are in care. Each young person has a keyworker that is there to offer support and helps the young people to challenge stereotypes around being in care.

All young people have access to information and services within the area. The young people also have a clear understanding of the complaints procedure. Weekly meetings are held for the young people where issues can be discussed.

All young people feel safe at the provision. Staff are trained to in relation to keeping young people in the provision safe. Staff have a clear understanding of the missing procedure should a young person run away.

The young people have good relationship with all staff and can discuss how they are feeling at all times.

The home work closely with outside agencies and education to meet the needs of the young people.

Within the provision the staff are consistent which allows all young people to build positive relationships. They also encourage young people to engage in fun activities and physical exercise. The Provider is aware of internet safety and regular change passwords to keep the young people safe when accessing the internet.

The young people said the provision feels is like a home.

Young Inspectors Recommendations

- The Young Inspectors felt the provision didn't need any changes as it felt like a very good home.

Staff Recommendations

- The staff stated they like working at this provision and enjoying watching the young people grow up and seeing them change.
- The staff felt they would change nothing about the provision but would like the young people to live a normal life and reach their dreams.



Provider Two

The young people are encouraged at all times from the staff to achieve well at school and learn new life skills like cooking and baking sessions. The home teaches resilience to the young people when becoming independent. They expect all young people to get a job when they are ready and to have a good grounding in life.

All young people have access to information and services within the local area. The young people also have a clear understanding of the complaints procedure. Weekly meetings are held for the young people where issues can be discussed.

All the young people feel safe, settled and have good communication with staff. A private place is offered to the young people if they need to talk about any worries or concerns they have.

The providers ensure that all issues are resolved immediately with young people or staff to make sure everyone in the house is happy and feels like they're being heard.

It was evident that the voice of the child was listened to as they had it throughout the entire house on display boards, young people's scrap books, a complaint and compliments box and from what the young people said.

The provider demonstrated that they do regular activities with lots photos and activities that were taking place in the home while we were there – baking, carving pumpkins and cleaning out the house pets. All young people also had access to board games, Xbox and colouring.

The young people felt the provision was lovely, welcoming and safe. They loved the funny sayings, post cards and drawing throughout the house. The young people said it feels like a family home.

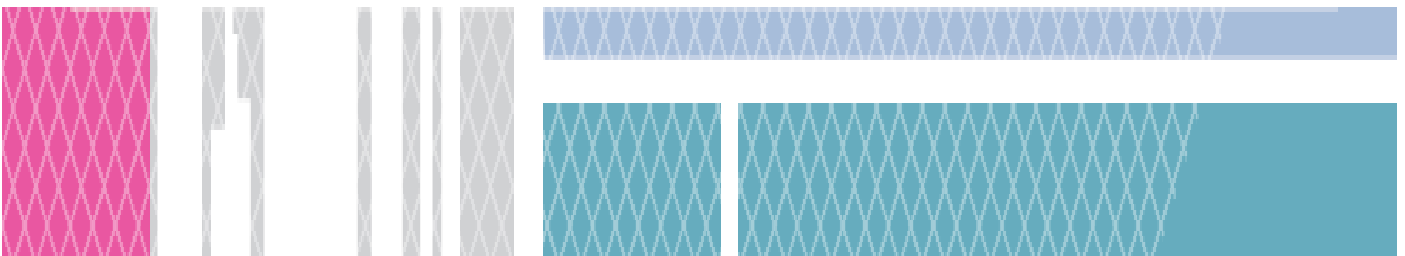
The manager said we want all staff in the provision to make every young person believe in themselves, achieve good education, happiness and a great future.

Young Inspectors Recommendations

- The Young Inspector said this was an outstanding home for children in care and that it should be show cases so other provider to show them what a fantastic home looks like.

Staff Recommendations

- That young people need more funding for mental health support
- We should support young people to have higher expectations of themselves.
- an emergency bed in a different property for young people who won't engage anywhere else.



Care Leavers Council

Provider One

The young people learn the skills to live independently with the support from staff for as long as it is necessary for the young people to gain the confidence to independence. For the young people to achieve their goals targets are set and a daily living pack is a resource that the young people work through.

The service provider produce packs for all young people on services that are available to them within the area to gain support.

All the staff are approachable at all times should any young person require support or advice. This support is available 24 hours a day.

Yes the young people feel safe at all times. If an issue or incident did occur then there is a member of staff on duty at all time.

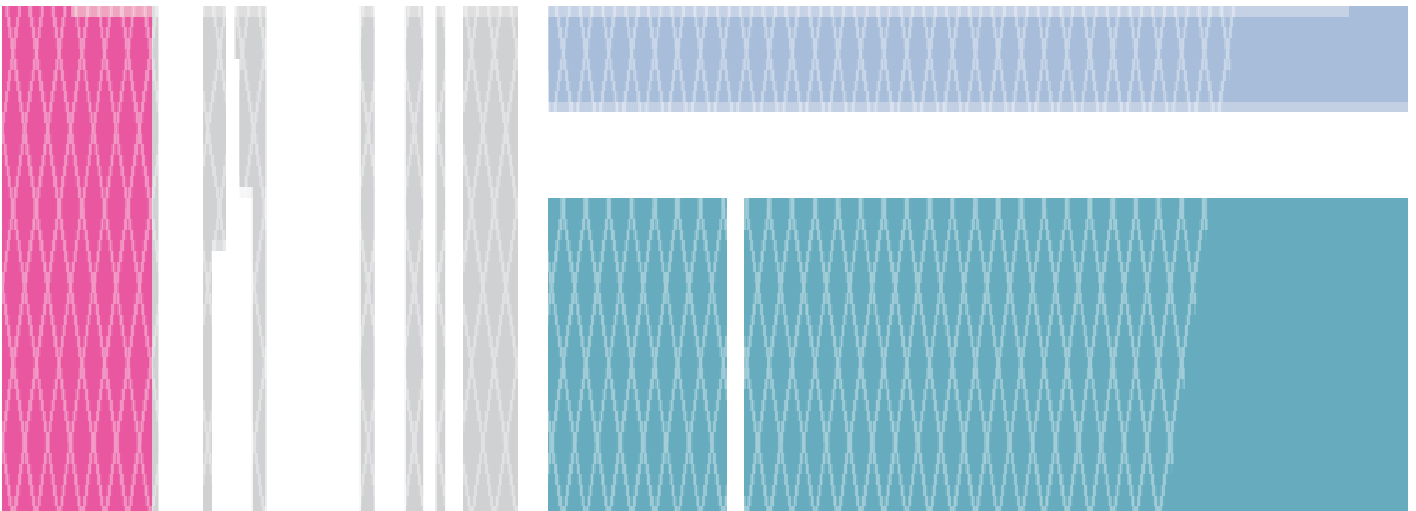
The provider does not allow young people to have visitors on site to ensure the safety all residents on sites.



The young people meet once a week with the team to express how they feel and to have their voice heard. Pamper evenings is an activity which allows the young people from the house to come together.

The young people find the activity sufficient for their needs within the provision. Each week all young people from the home and staff come together to have Sunday dinner and talk about their week.

The staff enjoy working at the provision and are always enthusiastic about building their aspiration and for fulfilling each young person's potential. The provider has a staying close policy whereby the young people can stay in touch after they have moved on to independence and can attend events the provision provides.



Young Inspectors Recommendations

- The Young Inspectors felt this was an excellent provision.

Staff Recommendations

- Staff feel the young people should have more of a choice about where their review was held.
- Staff would like to have more outreach for young people after they leave the provision.



Provider Two

The provider assesses all young people when they arrive at the provision and offer support for the first few times with daily living skills. This could be shopping, budgeting or attending appointments.

The provider has information packs and a daily living pack for all new young people.

Within the provision the young people all have lockable flats that are covered by CCTV in the office.

The staff are supportive to all young people that live within the provision. The staff are honest with young people at all times. They referred to a contract in relation to the young person's behaviour.

The voice of the young people is captured in their key work session.

The provision do not provide group activities. There is no communal area for the young people to get together.

The staff said if they could change anything they would like more light in the properties corridor.



Young Inspectors Recommendations

- The feedback from the young inspectors was that the property was not homely.
- The young inspectors felt that the service should be supporting the young people for as long as they need to gain the confidence to independence.
- The young inspectors felt the information packs need to be accessible and up to date at all times.



All the recommendations from the young inspectors, staff and young people accessing the service will be followed up and actioned.

