



**L.I.N.X. YOUNG INSPECTORS**

OCT 2015 - MAY 2016

## THE HAWTHORNS FIRST VISIT

### Hawthorns Care Home, Lancaster ROC North West Report

#### The aim of Youth inspections:

To develop a set of recommendations about how a service can improve. These recommendations should be based on speaking to staff and young people in the service - and should be prioritised by identifying both important and easy to achieve improvements. It is important that the rationale for these recommendations is explained and they are revisited by Young Inspectors at a fixed point in the future to see if the service has been successful in implementing them.

Young Inspectors will not pass judgement / grade/ merit a service because all services could be improved. Information has been gathered through talking to service users and staff about how a service could be improved.

#### Methodology:

##### Pre Inspection Question:

'We would like to understand a bit about you before we meet you including your background, your vision for young people and how you improve life for them. We would also like to know how you do the work you do and where. Please tell us this information on one side of A4. How you present the info is up to you but pictures and colour are always nice!'

Info taken from website:

The Hawthorns is one of our newest additions at ROC Northwest, but is already making a big difference to our young people's lives.

The Hawthorns, offers residential care for 4 children between the ages of 8 and 18. Specially adapted to the needs of children with Social, Emotional and Behavioural difficulties. Our Young People are treated with the appropriate respect and treated as individuals with person centred planning. Our 'firm but fair'

### Recommendations

- ❖ To look at Participation activities which the young people can join to give them a voice with regards to being a looked after child.
- ❖ To look at improving the independence of all of the young people within the home rather than when they reach a certain age.
- ❖ To keep the ethos and nature of the care home as one which is fun and the young people enjoy living at.

Please feel free to contact LINX Young Inspectors on 01772 629470. The Young Inspectors will be in touch again in 6-9 months' time to see if their recommendations have been implemented.

**THIS IS THE VISIT THAT WE DID TO  
THE HAWTHORNS CARE HOME IN  
LANCASTER IN OCTOBER 2015 AND  
WE SET THEM 3 WELL-THOUGHT  
RECOMMENDATIONS (THE FULL  
REPORT WILL BE ON YOUR DESK  
FOR YOU TO READ).**

## THE STAFF RESPONSES

### Questions to staff:

#### What are the aims of Hawthorns?

Some responses from the staff:

*'The aims in a nut shell are to give the young people we look after positive outcomes.'*

#### How do you prioritise what your service does/What have you prioritised?

Some responses from the staff:

*'Well it is all person centred so it depends on what the child needs and where they are going, the the aims that they have and that they coincide with the aims of the home which is obviously to to support the child in a safe environment, to thrive and achieve.'*

*'They are all equal in a way, they all get the same amount of attention, but if there was anything anything that needed more serious attention , whatever that might be that would take the priority priority at that time. In a minute to win it type of thing, if Jake is going to jump out of the window then that becomes our priority rather than something else.'*

#### How do you continually improve what Hawthorns provides /what do you want to improve?

Some responses from the staff:

*'We have a lot of paperwork which we use progression files, which you can see up there. Each of of the kids has targets or goals on a daily basis which are, if they are met then they are updated updated and they are set new goals which are a bit more difficult to achieve. Therefore they strive to achieve that one hopefully, and succeed. Then we go round again. There is a reward system so they achieve their daily objectives then they gain a bit of money for doing so. This is all*

## THE STAFF RESPONSES CONT.

### HOW DO YOU LISTEN TO YOUNG PEOPLE?

SOME RESPONSES FROM THE STAFF:

*'WELL THE MAIN ONE REALLY FOR US IS THAT WE HAVE KEY WORKER SESSIONS, WHAT WE CALL A KEY WORKER SESSION. SO THAT GIVES THEM A CHANCE TO SIT DOWN WITH US INDIVIDUALLY OR ANY MEMBER OF STAFF AND HAVE A SAY IN WHAT THEY WANT TO HAVE A SAY. WHAT THEY WANT, WHAT THEY LIKE, WHAT THEY DISLIKE AND THE SAME GOES FOR US.'*

*'WE ALSO HAVE A YOUNG PERSON'S MEETING EVERY WEEK, SO EVERYBODY SITS DOWN TOGETHER AND SAYS IF THERE IS ANYTHING THEY WANT, WHAT THEY LIKE, WHAT THEY DON'T LIKE, ANY ACTIVITIES THEY WANT TO DO. THEY WILL BRING IT UP IN THESE MEETINGS. ANYTHING THAT THEY WANT TO SAY REALLY.'*

## THE YOUNG PEOPLE'S RESPONSES

### QUESTIONS TO YOUNG PEOPLE:

#### WHAT DO YOU DO WITH YOUR HAWTHORNS WORKERS?

SOME RESPONSES FROM THE YOUNG PEOPLE:

#### WOULD YOU RECOMMEND HAWTHORNS TO OTHER CHILDREN AND YOUNG PEOPLE IN CARE?

WHY?

SOME RESPONSES FROM THE YOUNG PEOPLE:

*'BECAUSE IT'S LIKE A GOOD HOME AND THEY CARE FOR YOU REALLY WELL.'*

*'AND YOU HAVE FUN.'*

*'YEAH, IT'S REALLY GOOD, IT'S FUN. THEY LET YOU DO STUFF, THEY CARE FOR YOU REALLY, REALLY WELL AND THEY ARE JUST NICE AND PLUS YOU GET SATURDAY NIGHT TAKE ALWAYS!'*

#### DO THE STAFF AT HAWTHORNS ENABLE YOU TO BECOME MORE INDEPENDENT?

SOME RESPONSES FROM THE YOUNG PEOPLE:

*'YES. WHEN YOU TURN 13, 14 THEY START GETTING YOU ALARM CLOCKS AND YOU HAVE TO GET YOURSELF UP.'*

*'WE ARE NOT BEING INDEPENDENT YET BECAUSE WE ARE NOT OLD ENOUGH.'*

*'14 THAT'S WHEN THAT HAPPENS.'*

**THE YOUNG PEOPLE RESPONSES  
CONT.**

**HOW DO YOU KNOW YOU ARE BEING LISTENED TO?**

**SOME RESPONSES FROM THE YOUNG PEOPLE:**

*'BECAUSE THEY WILL WRITE IT DOWN AND THEY WILL FEED IT BACK IN THE MEETINGS. YOU'VE BEEN TO ONE. I HAVEN'T BEEN TO ONE, I'VE ONLY BEEN HERE A WEEK. BUT WHEN THEY GO TO A MEETING, THEY WILL WRITE STUFF DOWN AND THEN YOU KNOW YOU HAVE BEEN LISTENED TO BECAUSE IF THEY GO TO THE MEETING AND THEY SAY WHAT YOU HAVE SAID IN YOUR MEETINGS.'*

## THE HAWTHORNS REVISIT (RESPONSES TO SET RECOMMENDATIONS)

### Questions to Young People:

#### What sort of Participation activities are you involved in? Any groups or organisations?

Some responses from the young people:

Animation workshop, Energi, lazer quest, go-karting, football.  
Like Energi, rugby, football – all sports, go-karting etc.  
Kick boxing at Kaizer Gym and muscle Alley in Preston.  
Library.

#### Do you feel that your voice is heard with what you want to do and what you want to be involved in?

Some responses from the young people:

Yes I do.  
Yes, our voice gets heard when we need to suggest something  
Yes and in the young peoples meeting.  
Yes when we have the kids meeting

#### Can you give any examples?

Some responses from the young people:

When I ask if I can do something I more often than not get to do it.  
If we need something.  
Young people's meeting and key worker.

#### What sort of things do you do to help with your independence?

Some responses from the young people:

Shopping, laundry, gardening, cooking, house cleaning.  
Food shopping, clean bedroom, household jobs.  
I used to do my own shopping, make my own transport.  
I do my own shopping, my own laundry, my own banking.

#### Do you have fun and enjoy living here?

Some responses from the young people:

Sometimes  
Yes, I love it.  
Yes.  
Yes.

### Questions to staff:

#### What sort of Participation activities are the young people encouraged to become involved in? Any groups or organisations?

Some responses from the staff:

So, basically you want to know what they do. We have one that goes to kick boxing that a group activity, but he does go there on his own, so he has made new friends by doing this. They do a lot of this new place energy in Preston. We do all kinds; we have been to Cadburys world. Edan camp, so they have learnt about the war and prisoners of war as well. I'm trying to think, what I have done with them.  
We have mentioned scouts before, but they were not very interested in it. We had one young person, he might have been here the last time you visited, he was at air cadets, but he has now moved on to a different place. So they don't really do anything like that to be honest.

#### Do you feel that the voice of the young people is heard with what they want to do be involved in?

Some responses from the staff:

Yes definitely, because they make all the suggestions and whatever they suggest we can see if we can put them in place for them.

#### Can you give any examples?

Some responses from the staff:

The young person who wanted to start kick boxing, he really wanted to do something, so we had to search everywhere to find somewhere that was suitable for him, because they find it hard to fit in, they think that everyone is looking funny at them, so he has chosen this place all by himself. He is the only one really, that wants to do anything, rather than sitting down, watching television.

#### What sort of things do you do to help with the young people's independence?

Some responses from the staff:

We have an independence programme set up for one young person already, who is 18 years old. He does his own shopping, his own washing, and his own drying. So he is taking responsibility for his own

## RESPONSES FROM YOUNG INSPECTORS - HAWTHORNS

### Concluding statement from the Young Inspectors:

The Recommendations that we set for this business were achieved from the overall view of what feedback that we got from both Staff and YP.

The one that was most obvious was when we set them a target to make the building overall a better and more fun place to live in and make it a safer environment to live in and even though the young people were a bit lazy on their answers it was clear that they were wanting to emphasise how they think that the business is going and if they are wanting to stay there for as long as they need to.

The staff themselves said that they were keen to get more involved in what they think is appropriate to the age levels of most of the residents that live within the home. Also, the young people seem to show that they had learnt new skills and knew what type of things that they needed to learn for when they reach their independence which for some residents was drawing near and they were getting more and more worried that they wouldn't know what to do when they left to go and live by themselves.

The things that they wanted to learn was how to; Pay bills, Shopping, Cook, Clean, Get a job etc. The majority of them were things that are basic and we had a talk with the staff and said that it was important that they knew how to look after themselves and make sure that they can live in a safe and non-guided environment.

We would like to thank the young people and the staff at The Hawthorns for their time and for allowing us to come to visit.

Please feel free to contact LINX Young Inspectors on 01772 629470.

Thank you

LINX Young Inspectors

**THIS IS THE RESPONSE FROM TWO OF THE YOUNG INSPECTORS THAT WENT TO INSPECT THE HAWTHORNS AND SUMMARISED WHETHER OR NOT THEY THOUGHT THAT THEY HAD MET THE RECOMMENDATIONS THAT THEY SET FOR THE CARE HOME AND IF THE STAFF AND YOUNG PEOPLE AGREED THAT THEY THINK THE GENERAL WELL-BEING OF THE HOME AND RELATIONSHIPS HAVE IMPROVED GREATLY SINCE THE LAST VISIT AND IF THEY HOPE TO SUSTAIN THIS FOR THE FORESEEABLE FUTURE.**