

Inspection report for children's home

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Inspector	Paula Lahey
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About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection (March 2011)*.

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Service information

Brief description of the service

This registered children's home is run by a charitable trust and provides care and accommodation for children and young people on both a long-term basis and for short stay breaks. It is registered to provide eight respite and two long-stay residential places for children and young people who have learning disabilities and may also have physical disabilities.

Progress

Since their previous inspection the service is judged to be making **good** progress.

This home was judged as satisfactory at the last full inspection in May. However, since that time the children's home has demonstrated significant improvement in their quality of care and the outcomes for young people. The home has suitably addressed all the requirements and the large majority of recommendations that were raised at the previous inspection.

Following the last inspection, Regulation 33 visits now take place during a time when young people are present. There is an improved consistent approach to spending time with young people and the staff team to seek their views and observe the quality of care provided. This is already proving valuable with a greater focus on consultation and more robust monitoring.

The Statement of Purpose has been reviewed. This has resulted in a comprehensive document more accurately reflecting the service provided in relation to promoting young people's educational and behavioural needs. The Registered Manager has also produced additional policies to enhance further on this guidance. These policies address the statutory requirements, give a clear statement of intent, and provide staff with advice.

In addition to daily and weekly monitoring of all care practices and incidents, the Registered Manager now formally reviews Schedule 6 items on a regular basis. This is resulting in a strategic overview and awareness of the key issues and any patterns or trends. A realistic development plan has been produced which gives greater clarity and focus on identified strengths and areas for further improvement. The home is making good progress to address the areas identified on the service development plan. This is in addition to addressing the requirements and recommendations of the last inspection. Examples include redevelopment of the care planning system and refurbishment of young people's bedrooms.

Managers have devised a more comprehensive care planning system and records demonstrate improvements in the quality of information gathered especially in relation to personal care and behaviour support plans. Families and young people's

views are now a more integral part of the care planning process. Consequently, care files are more comprehensive, contain up-to-date information and more effectively reflect the actual care provided. Individual sections have been developed to include a clear statement on how young people will be monitored overnight and how their legitimate privacy will be maintained. Young people benefit from these personalised plans and, as a result, receive high quality care and support which is based on their individual identified needs.

A comprehensive health and safety audit has been carried out and subsequently generic risk assessments have been reviewed and updated. This actively safeguards young people and staff. There is a plan in place to continue this review with activity location risk assessments.

Since the last inspection staff have received training to enhance their work with individual young people. This has included stoma care training and guidance on specific syndromes relating to young people. There is a plan in place to deliver autism training for staff over the next year.

Staff continue to involve young people in decisions that affect their care within the home. This includes young people contributing ideas to activity planning, deciding how communal areas will be decorated for Christmas, and choosing new furnishings for their bedroom. One young person proudly spoke of choosing bedding and decoration that reflects their taste and personal preference.

Verbal confirmation has been given that the recommendation relating to recruitment records has been addressed. It was not possible to verify this during inspection due to the availability of access to the records and, therefore, this recommendation is remade.

Staff continue to benefit from regular team meetings, group opportunities to discuss the needs of the young people and an annual appraisal of their performance. However, formal supervision with a line manager remains infrequent and this recommendation is continued.

There is a commitment to improving outcomes for young people and staff are able to reflect the progress young people have made during their time in the home. This includes: developments in eating skills and a reduction in the use of medication; a decrease in the use of handling belts to safeguard young people outside of the home; and positive transitions to a next placement. A written compliment was seen from a social worker who praised the home for the excellent work to develop a young person's independence skills and feelings of security.

Areas for improvement

Recommendations

To improve the quality and standards of care further the service should take account of the following recommendation(s):

- ensure that all staff receive regular formal supervision with a line manager and a record is kept detailing the time, date and length of each supervision (NMS 19)
- ensure that all recruitment records consistently demonstrate that statutory requirements are met, in particular ensure that written gaps in employment are recorded and that all references are verified. (NMS 16)