

Inspection report for children's home

Unique reference number	SC004085
Inspector	David Kidner
Type of inspection	Full
Provision subtype	Children's home

Registered manager	Amiee Louise Barnett
Date of last inspection	04/02/2014

Inspection date	06/08/2014
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Previous inspection	inadequate progress
Enforcement action since last inspection	none

This inspection	
Overall effectiveness	good
Outcomes for children and young people	good
Quality of care	good
Keeping children and young people safe	good
Leadership and management	good

Overall effectiveness

Judgement outcome	good
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A strength of this short break service is the care and support it provides to young people with complex needs.

The staff provide personalised and effective care and support. Young people's health needs are promoted and the home has good systems in place in respect of the management of medicines. The home has good facilities including aids and adaptations to meet the individual needs of the young people. Staff demonstrate a good understanding of safe working practices.

Young people enjoy good relationships with the staff and are happy and relaxed in the environment. The home provides a wide range of activities both in the home and in the local and wider community.

Young people are safe at the home and parents spoken to confirm that they consider that their child is safe when staying at the home. The home has good working relationships with parents and carers. Parents and placing authorities speak very well of the care and support they receive.

The management of the home is good and the leaders and managers are effective at tackling weaknesses and driving improvement.

The shortfalls identified at this inspection relate to the home ensuring that an updated statement of purpose is sent to HMCI, that a homely environment is maintained and that the outcomes of young people's reviews are recorded on the young people's files.

Full report

Information about this children's home

The home is a short break residential home for children and young people with severe physical and/or learning disabilities. It is run by an independent not-for-profit organisation working to meet the needs of children with physical and learning disabilities. It is registered to provide care for up to seven children or young people at any one time. Day care is also provided.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/02/2014	Interim	inadequate progress
31/05/2013	Full	good
04/02/2013	Interim	good progress
01/10/2012	Full	good

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

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
4 (2001)	ensure that the registered person provides a copy of the statement of purpose to HMCI (Regulation 4 (2)).	30/09/2014

Recommendations

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

- ensure that if a child is absent from the home and their whereabouts is not known (i.e. the child is missing), the home's procedures are compatible with and have regards to Runaway and Missing from Home and Care protocols and procedures maintained and managed by the police or by the local authority for the area where the home is located (NMS 5.6)
- ensure that the home provides a comfortable and homely environment and is well maintained and decorated (NMS 10.3)
- ensure that the result of all statutory reviews and reviews of Placement Plans are recorded on the child's file (NMS 25.8).

Inspection judgements

Outcomes for children and young people **good**

This short break service ensures that regardless of their communication needs young people are involved in day to day matters that affect them and they are encouraged to express their views. This promotes their confidence and self-esteem.

Young people's independence is maximised and promoted regardless of their complex support needs. This includes developing independence skills in areas such as eating and drinking and basic food preparation.

Young people are actively and positively involved in a wide variety of activities in the local community and further afield. In addition, young people enjoy activities in the home that meet their sensory and developmental needs.

Young people make good progress in developing a positive self-view and are able to develop and sustain friendships. A number of young people access the same school therefore friendships that have been developed are further promoted when they access the home.

Young people are confident and secure when accessing the home. Parents advocating on behalf of their child confirm that they are safe when staying at the home.

Young people enjoy good health, including good physical and emotional health.

The educational needs of young people are promoted and there are good working relationships between parents, school and the home that ensure that children and young people's educational needs are promoted.

Quality of care **good**

Young people receive care and support from a dedicated and competent staff team. The staff place the needs of the young people at the centre of their care. Care plans are comprehensive and contain detailed information as to the young people's individual needs. They clearly identify specific action to be taken in respect of more complex care needs care such as eating and drinking regimes, moving and handling needs and associated risk assessments. These are regularly reviewed and signed by parents to confirm their agreement of the plan. It is noted that not all young people's care files had the outcomes of their most recent review. However, the home has made efforts to obtain the outcomes.

Staff have the skills and abilities to meet the needs of the young people and have

received specific training in areas such as communication, dysphagia, epilepsy and eating and drinking regimes. Staff work closely with families and healthcare professionals to ensure individual needs are met. Staff have a good knowledge of the young people. The home ensures that detailed staff handover meetings are conducted on a daily basis. This ensures that staff are aware of the young people who are accessing the home for their short break and of any specific care needs.

One parent spoken to stated 'I am very happy with the care provided'. Other parents commented that they have no concerns about the care that is provided to their child. A social worker stated 'I have no concerns about the quality of care provided at the home'.

Staff encourage young people develop friendships when staying at the home. This is further supported by most young people attending the same school. Staff report good communication between the home and schools.

The home's management of medicines is robust. There are effective systems in place to record medicines coming into and out of the home. Staff can only administer medicines if they have received the training to do so. In addition, the competency of staff is regularly reviewed. Good records are maintained of the administration of medicines.

Staff offer young people choices in what they would like to eat and drink and wherever possible encourage them to develop their eating and drinking skills. However, due to their more complex needs, some young people do not eat meals but are supported through various eating and drinking regimes. Staff ensure that dignity and privacy are promoted and that young people receive meals that are delivered in a manner that meets their individual needs. Staff demonstrate great sensitivity in this area.

When accessing a short break service young people benefit from a wide variety of purposeful activities based on their likes and interests. Young people visit local leisure parks, the beach, cinema, parks, meals out, walks and bowling. One member of staff stated that young people are 'provided with lots of activities and opportunities that they may not be able to get at home'. In addition, staff commented that staffing levels are good and so activities do not always need to be planned and they can decide on a 'ad-hoc' basis to take young people on trips out. Staff also ensure that activities such as sensory play are undertaken. The home has a vast array of equipment and facilities to undertake this. This ensures that young people's developmental needs are promoted. Parents spoken to confirmed that the home provides their children with good activities.

The home is located in a residential setting close to local community facilities. The service strives to ensure that young people occupy the same bedrooms when they come to stay. This promotes familiarity and continuity of care for young people. The home is adapted to meet the needs of young people with aids and adaptations

including overhead hoists to communal rooms and bedrooms, an adapted bathroom and a lift to the first floor. The home has other facilities including adapted crockery and cutlery. There are good adapted play facilities to the front and rear of the garden that young people are able to enjoy.

The home is clean and hygienic and is decorated and maintained to a good standard. However, some areas of the home require redecoration, in particular hallway areas that have become subject to damage and the first floor bathroom. Some carpets are stained and staff commented that the home lacks storage facilities. In addition, some areas of the home have staff information displayed and this detracts from providing a homely environment.

Keeping children and young people safe good

Young people are protected by the home's safeguarding policies and procedures. Staff demonstrate a good awareness of safeguarding processes and protocols. Investigations into allegations or suspicions of harm are handled fairly, quickly and consistently in a way that provides effective protection for young people.

Parents spoken to state that they feel that their child is safe at the home. Bullying is not an issue at the home.

The home has robust policies and procedures in the use of restraint. The use of restraint is minimal and employed as a last resort. Good records are kept of when restraint has been used and parents and social workers are informed of its use. The Registered Manager monitors the use and incidence of restraint and signs off records to demonstrate a robust audit and review process. All staff have received training in the home's preferred method of de-escalation and restraint. This ensures that staff are provided with the appropriate knowledge and skills in managing behaviours.

The home has a robust recruitment process that evidences all appropriate documentation is obtained before staff start work at the home.

Missing is not an issue at the home. Due to their complex needs and the home's staffing ratios young people have not been reported as missing. However, if this did occur, the home's procedures are not compatible with and do not have regard to runaway and missing from home and care protocols and procedures maintained and managed by the police or for the area where the home is located.

The environment is physically safe with appropriate security measures. Regular service checks are undertaken of the home's utility services. Fire prevention is promoted and staff take appropriate action to ensure that young people are safe. Staff take robust action if they consider young people's safety may be at risk and consult with the appropriate services, such as the local fire service.

Leadership and management

good

The home is effectively and efficiently managed. The Registered Manager has been in post since February 2014 and has the appropriate qualifications and experience to manage the home.

The Registered Manager has a clear understanding of the strengths and weaknesses of the home and has developed a comprehensive development plan to address the shortfalls. The plan identifies the actions and strategies required to address the shortfalls, with timescales and resources required in order to meet these. In addition, the impact and outcomes of addressing the shortfalls are identified, alongside how the plan will be monitored and evaluated.

The home has a comprehensive statement of purpose that clearly describes the services that are provided and contains all the required information. However, Ofsted has not been provided with the most recent statement of purpose.

The home has met the five requirements that were made at the last inspection. As a result, the Registered Manager now ensures that the audit of the quality of care provided in the home includes evidence of consultation with children, their parents and placing authorities, and that the report is sent to Ofsted. In addition, the reports of the visits to the home by the independent visitor now include interviews with children, parents and persons working at the home to gain their views on the service that is being provided. These reports are now being sent to Ofsted. Also, the Registered Manager has reviewed the manner in which the home monitors care plans to ensure they reflect the needs of the young people, and that night time reports of the care provided are more detailed to reflect the care that has been provided. These measures ensure a more robust approach to the monitoring of care and support plans.

The recommendations that were made at the last inspection have also been met and as a result the home has an action plan to ensure that staff working with young people attain a minimum level 3 qualification within six months of confirmation of their employment. In addition, the reports of the independent monitoring of the home include the monitoring of allegations, serious incidents, complaints about the home and that young people's views are taken into account.

Staff state that they receive regular support and good supervision. Staff are very complimentary of the support that they receive from the Registered Manager. The home ensures that good staffing levels are maintained in order to meet the needs of the young people. Staff report good staffing levels and that there are always enough staff on duty so that activities do not always need to be planned ahead.

The home is generally well maintained and provides a safe environment for young

people.

The home notifies all significant events relating to the protection of young people to the appropriate authorities and agencies.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

Information 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 main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.