

Inspection report for children's home

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Inspection date	28/03/2012
Inspector	Philip Cass
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	10/05/2011
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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

The home, which is also a school, provides care and education for up to 10 young people aged between 11 and 16 years who have significant social, emotional and behavioural difficulties. The service further provides cognitive and art therapy to support young people.

Progress

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

At the last inspection, in May 2011, the overall effectiveness rating for the home was judged to be good.

The home has made good progress since the last inspection. Developments and improvements made ensure that young people are well cared for and kept safe.

One requirement and four recommendations were made at the last inspection. These have been fully addressed.

The registered persons were required to improve the quality of recording in the home's admission and discharge register. Because the home records full details about the addresses of previous residents it is now compliant with regulation.

The home was asked to improve recording systems when a young person goes missing from the home. Young people are now better supported because the home clearly identifies the reason why young people go missing, and the actions taken to keep young people safe when they are missing. Young people are now safer because there are significantly fewer missing from home incidents.

The recommendation to ensure that young people receive personalised care tailored to their individual needs has been met in full. The home has taken steps to promote a culture of care that is focused on the needs of individual young people. This focus on identifying and meeting individual need means the home is now better at promoting equality and diversity.

Because young people now benefit from individual risk assessment in relation to restrictions on communication, there are significantly fewer restrictions imposed. The home has made a decision to allow young people to use their mobile phones at appropriate times and young people report that they are happy with this change. Where it is necessary to impose restrictions on a young person's communication this is agreed by a social worker.

The home was asked to better support young people to reflect on and understand

their history and to keep appropriate memorabilia of their time in placement. Each young person now has a memory book which contains photos, memorabilia, and positive comments about their time in the home. These memory books reflect a warmth and humour which is apparent in the interactions between staff and young people.

Young people report that they feel safe in the home. The home has strong and effective safeguarding systems. It works well with safeguarding agencies to identify potentially concerning patterns and trends. Because the home has clear and transparent systems to manage complaints and allegations, young people are well protected from the risk of abuse.

The home has a positive ethos of behaviour management. Staff are quick to identify and reward positive behaviour. Daily feedback meetings are used as an opportunity to promote good behaviour by giving praise and encouragement. However, when the home imposes sanctions for poor behaviour, there is insufficient evidence that these are evaluated in terms of their effectiveness. As a result, some sanctions are repeated when evidence suggests that they are unlikely to be effective.

The home has a clear development plan that identifies key areas of improvement needed in the home. The plan has a focus on improving decoration and furnishings of the home. Communal areas of the home, such as the recreation room, living room and 'chill out room', are well decorated and furnished. As a result, young people generally benefit from a comfortable and pleasant environment. However, there are areas of the home such as the bedroom corridor that are not well decorated or maintained.

Areas for improvement

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
17B (2001)	ensure that within 24 hours of the use of any measure of control, restraint or discipline in the home, a complete written record is made in a volume kept for the purpose. (Regulation 17B (3)(f))	30/04/2012

Recommendations

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

- ensure the home provides a comfortable and homely environment and is well maintained and decorated. (NMS 10.3)