

Inspection report for children's home

Unique reference number	SC006010
Inspection date	08/03/2012
Inspector	Denise Jolly
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	16/12/2011
--------------------------------	------------

© Crown copyright 2012

Website: www.ofsted.gov.uk

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

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 private children's home provides residential care and accommodation for one young person.

Progress

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

At the last full inspection the home was judged as good. A requirement and two recommendations from the last inspection have been addressed. This means young people live in a home where their views, and those of their family, are sought by the Regulation 33 visitor. Young people are cared for by qualified staff, and benefit from mainly consistent practice that allows their lives to improve. Staff encourage young people to access a healthy lifestyle, but their efforts are not always successful. Some young people refuse to take medication to improve their health. Staff fail to record refusal, or to risk assess the implications of such lack of understanding and cooperation. As a result, young people do not receive a consistent staff approach to encourage them to benefit from medical care.

Young people say that living at the home is a positive experience, and that staff were kind and helpful. Young people acknowledged their own lack of motivation to address issues such as poor school attendance or reduced social activity. Young people recognised staff did their best to involve them in the running of the home. Young people placed some distance from their families appreciated the effort staff made to ensure contact was achieved. However, they and their parents were concerned that the contact was very brief in relation to the distance travelled, and that this prevented satisfactory relationships being maintained. Furthermore, young people did not understand why arrangements were so limited, and wished to move nearer to their home area. Planning is in place to begin to address this issue.

The manager of the home is also registered to manage two additional homes. Staff say they are well supervised and have regular meetings to discuss the operation of the home. However, the records for supervision of the manager were not available. There are times when staff work alone with young people. These arrangements do not comply with the organisation's policy for lone working, and do not address all the risks to safety of both young people and staff.

Staff and young people say that incidences of aggressive and anti-social behaviour have decreased significantly and relationships between them are good. Young people rely on the support of adults to provide a calm environment, but do not generally accept responsibility for managing their own impulses and behaviour. Staff do not formally discuss all incidents and sanctions with young people. As a result, the views

of young people are not detailed in records of restraint. Additionally, there is inconsistency within the records of disciplinary measures for financial penalty. This means young people do not benefit from the opportunity to examine cause and consequences of their behaviour in a consistent way, or learn from their mistakes.

Quality assurance systems are used to monitor the operation and management of the home, young people's welfare and progress, and the home's records. However, Regulation 34 monitoring is not robust enough to identify shortfalls in records such as restraint and disciplinary measures. In addition, the manager has not responded to shortfalls identified by the Regulation 33 visitor, such as incorrect medical records.

Three requirements and five recommendations are made to improve the quality of care and outcomes for young people. Requirements relate to the manager's system for monitoring records, and improvements to records of restraint and other disciplinary measures. Two recommendations relate to records of staff supervision and administration of medication. To enhance the safety and wellbeing of young people recommendations are made to ensure risk assessment of lone working, and to agree satisfactory contact arrangements between young people and their families. A recommendation is also made for the manager to respond effectively to shortfalls in practice identified by the Regulation 33 visitor.

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 the views and comments of young people and staff are clearly included in the record of any restraint, and the full description of the restraint used is clear and jargon free (Regulation 17B (3)(c & h))	20/04/2012
17B (2001)	ensure any record of additional measure used for discipline within the home, especially financial sanction, is accurately detailed within the report and its effectiveness monitored (Regulation 17B (3) (c & f))	20/04/2012
34 (2001)	ensure the registered person maintains a system for monitoring matters set out in Schedule 6, in particular disciplinary measures and administration of medication, and addresses any shortfalls identified. (Regulation 34 (1)(a))	20/04/2012

Recommendations

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

- ensure the registered person gives consideration to how the child's contact with family and significant others will be supported, and make those plans in the child's best interests, particularly where a child is placed at a distance from home (NMS 9.6)
- maintain a detailed record of all healthcare treatments given to children during their placement, specifically recording if a child refuses medication and what follow up action is taken (NMS 6.15)
- ensure the manager takes action to address any issues of concern raised by the Regulation 33 visit (NMS 21.9)
- ensure where only one member of staff is on duty at any time, a risk assessment is carried out and recorded, in line with organisational policy, and identifying any likely risks to children, staff and members of the public (NMS 17.9)
- ensure a record of supervision of the manager is kept at the home. (NMS 19.5)