

Inspection report for children's home

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| <b>Unique reference number</b> | SC006017        |
| <b>Inspection date</b>         | 6 February 2010 |
| <b>Inspector</b>               | Sarah Oldham    |
| <b>Type of Inspection</b>      | Key             |

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| <b>Date of last inspection</b> | 4 September 2009 |
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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.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

## The inspection judgements and what they mean

|               |                                                               |
|---------------|---------------------------------------------------------------|
| Outstanding:  | this aspect of the provision is of exceptionally high quality |
| Good:         | this aspect of the provision is strong                        |
| Satisfactory: | this aspect of the provision is sound                         |
| Inadequate:   | this aspect of the provision is not good enough               |

## **Service information**

### **Brief description of the service**

The home provides a supportive family-type environment, creating an ordinary life within the community. It is a three-bedroom end terrace property with a kitchen and dining area, separate lounge, three bedrooms and a bathroom. There is a small garden to the front and a secluded garden to the rear of the house. The home is within walking distance of local amenities and reasonably close to shops and leisure facilities. Local towns are accessible by public transport.

### **Summary**

At this unannounced full inspection, all key standards were inspected.

This is a satisfactory service in most respects with some good features. Young people have a positive relationship with staff and this enables them to receive effective support in most aspects of their care. They are supported to attend health care appointments to remain healthy. A new medication recording system is in place. However, individual risk assessments for young people to administer their own medication are not routinely recorded. The home promotes further education and this enables young people to access appropriate educational courses to pursue their future career choices. Young people are also supported to prepare for independence by means of support with budgeting, preparation of meals and gaining independence skills. However, some of the meals provided do not always demonstrate a nutritionally balanced diet and at times can be repetitive.

Staff are supported within their role by the manager of the home by supervision, team meetings and access to appropriate training. The manager also undertakes monthly monitoring of the home to review all documentation. External monthly monitoring is undertaken by a senior member of the organisation. There has been some monthly external monitoring visits that have not been completed as required. To address this the organisation has arranged for this to be completed by a person external to the organisation. The organisation is reviewing policies and procedures and not all of these are in place. This needs to be addressed to ensure that all policies and procedures meet the Children's Homes Regulations 2001 and the national minimum standards.

The overall quality rating is satisfactory.

This is an overview of what the inspector found during the inspection.

### **Improvements since the last inspection**

At the previous key inspection five actions and one recommendation were made. The actions related to medication recording, maintaining detailed copies of complaints received, having a clear behaviour management policy in place, ensuring information regarding young people is stored securely and that appropriate information is obtained from the placing authority.

The home has addressed four of the actions. A record of medication administration for both prescribed and non-prescribed medication has been introduced. There have been no further complaints since the last inspection. The manager has developed the complaints recording procedure. However, not all staff have received training regarding this. All information regarding young people is stored securely within lockable cabinets and the home requests information from the placing authority to enable the home to meet the individual needs of young people.

The action from the last inspection that requires to be addressed is the behaviour management policy being agreed by the organisation.

The recommendation made with regards staff training to ensure that a minimum of 80% of staff have completed National Vocational Qualification at level 3 in the caring for children and young people is ongoing. The home is ensuring that staff have the opportunity to access this training. However, with recent changes within the staff team this is ongoing.

## **Helping children to be healthy**

The provision is satisfactory.

Young people at the home are involved in the planning, shopping and preparation of meals. However, young people do not always have a varied and nutritionally balanced diet. Snacks are also available, such as biscuits or crisps, but these are not healthy or nutritious.

All young people are registered with a doctor, dentist and optician. Where additional health care services are required to meet specific individual needs, the home supports young people to access these. Records are maintained of appointments, outcome of the appointment and any further follow-up appointments. This ensures that staff are aware of the appropriate support to provide to the young people.

Medication is stored appropriately. Staff have received training regarding administration of medication and there is a new medication policy and procedure in place. Staff are aware of this. Risk assessments regarding self-administration of medication by young people are not in place. This does not ensure that young people have been suitably assessed to manage their own medication effectively.

## **Protecting children from harm or neglect and helping them stay safe**

The provision is satisfactory.

Young people say their privacy is respected and staff always knock on their bedroom door before entering. All written information in relation to young people and staff is stored securely for confidentiality reasons.

The complaints procedure is known to young people. Complaints are responded to within agreed timescales and records maintained of the complaint and the action taken. However, staff have not received specific training on the management of complaints to ensure a clear understanding of the difference between complaints and allegations.

Staff have been trained in child protection and safeguarding. They are aware of the procedures to follow in the event of an allegation or disclosure being made. A copy of the Local Safeguarding Children Board procedures are accessible to all staff. Risk assessments are kept under review to ensure that the safety and well-being of the young people is monitored and promoted. Procedures are in place to record any incidents of young people missing from home. However, records do not all contain sufficient detail regarding the support provided to the young person on their return to the home.

All young people have a detailed placement plan. Incorporated within this is individual behaviour management plans. The plan details the support and guidance for the young people to promote positive behaviour. All staff have received up-to-date training in promoting positive behaviours,

including physical intervention training. However, there have been no incidents of physical intervention since prior to the last inspection. The home promotes positive behaviour with a rewards system and this has resulted in a decrease of the number of sanctions made. Sanctions are clearly recorded and the views of the young person gained. The home's behaviour management policy is currently being reviewed to ensure that it meets the national minimum standards. This review has been ongoing prior to the last inspection and is still awaiting ratification and, therefore, remains an outstanding action.

Detailed risk assessments are in place for the home including a fire risk assessment. Fire drills and training are undertaken on a regular basis to ensure that all young people and staff know the procedure to follow in the event of a fire. Electrical and gas appliances are tested and certificates are in place for these.

Recruitment and selection of staff was not inspected at this inspection. However, at the previous inspection there were no outstanding issues identified. All visitors to the home are required to sign the visitors book to ensure that staff are aware of who is visiting the home and the purpose of their visit. This promotes the safety of the young people living at the home.

### **Helping children achieve well and enjoy what they do**

The provision is good.

Young people are encouraged and supported to enjoy a wide range of activities and to achieve. Staff work hard to build motivation and confidence and to help young people achieve good outcomes from their placement.

A key worker system is in operation and regular key working sessions are taking place. Staff work confidently with the young people and have established a positive and open rapport. Young people enjoy the opportunities they have and know that staff are responsive to their needs and requests.

Support is provided to enable continuation within education. Young people are positive about their ongoing education and are obtaining good overall grades within their chosen further education courses.

Leisure facilities are supported and enable young people to experience a variety of activities within the community. These include trips to cinemas, concerts and local leisure facilities as well as activities within the home.

### **Helping children make a positive contribution**

The provision is good.

Written placement plans are drawn up at the point of admission and outline how young people's assessed needs are to be met within the home. They include details of young people's diverse needs, as well as their cultural, religious and identity needs. The home obtains information about young people from the placing authority, including essential information and placing authority placement plans.

The home keeps the individual placement plans under review and amends and updates the plans as required. Young people are invited to attend their statutory reviews and where they

decline, staff ascertain their views and represent them at the review meeting. This ensures that young people's views, wishes and feelings are heard and taken into account.

Contact with families and friends is promoted where this is in the best interests of young people and in accordance with the local authorities' plans. Telephone contact is enabled and visits are arranged. Where there are restrictions on contact or when young people have put themselves at risk through contact, this is clearly recorded and known to staff.

## **Achieving economic wellbeing**

The provision is good.

Young people are encouraged and supported to develop skills to prepare them for adulthood. This includes young people being involved in some daily chores within the home and being responsible for keeping their bedrooms tidy. Staff support young people to develop budgeting and cooking skills.

Sufficient funding is made available to enable young people to participate in a wide range of activities and they are encouraged and supported to pursue their interests and develop relationships with their peers.

The home has a maintenance and décor budget in place. Young people are involved in choosing the décor for the home. The lounge has recently been decorated and plans are in place to continue the redecoration throughout the house. Externally the property has small front and rear gardens that are maintained to a good standard and provides an additional area for young people to relax in, weather permitting.

## **Organisation**

The organisation is satisfactory.

The home has a Statement of Purpose in place that outlines the services that are provided at the home. Further updating of the Statement of Purpose is planned to reflect the change of staff that has occurred in the recently. There is a children's guide in place that outlines what the home provides for young people. A copy of this is provided on admission to the home.

Staff meetings are held on a regular basis and are used to discuss issues regarding the young people and the home as well as providing some ongoing training and development for staff. Staff receive supervision on a one-to-one basis. This ensures that staff are provided with the necessary information and guidance to promote the well-being of the young people. In addition, there is an ongoing training and development programme in place for staff. This consists of core training programmes and further development training.

The promotion of equality and diversity is satisfactory. Young people's diverse needs are considered as part of placement planning and the home strives to provide opportunities and support to each young person in line with their identified needs and wishes.

The manager monitors the operation of the home and introduces changes where shortfalls in practice are evident. This means that the service to young people is improving. External monitoring of the home is undertaken by a senior member of the organisations management team. There have been some gaps in the monitoring resulting in reports not being forwarded

to the manager and Ofsted within appropriate timescales. To address this an external Regulation 33 visitor has been appointed.

Children's files are maintained to a good standard and where there is information outstanding from the young person's placing authority, the manager ensures that this is followed up via letter. This enables the service to have a good understanding of the overall needs of the young people.

## What must be done to secure future improvement?

### Statutory requirements

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

| Standard | Action                                                                                                                                                                                                                                                           | Due date      |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| 10       | ensure that children accommodated at the home are provided with food which is wholesome and nutritious and is suitably varied (Regulation 13 (1)(a)(ii)(iv))                                                                                                     | 1 March 2010  |
| 22       | ensure that a written behaviour management policy is in place, which sets out the measures of control, restraint and discipline which may be used in the children's home; this means appropriate behaviour is promoted within the home (Regulation 17 (2)(a)(b)) | 31 March 2010 |
| 33       | ensure that an external Regulation 33 visit to the home is undertaken on a monthly basis and that a written report shall be provided to the manager of the home and copy to Ofsted. (Regulation 33 (3)(4)(c)(5)(a)(b))                                           | 31 March 2010 |

### Recommendations

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

- ensure that the record of menus (as served) demonstrates provision of a suitable and varied diet (NMS 10.4)
- ensure that young people keeping and administering their own medication are assessed by staff as sufficiently responsible to do so (NMS 13.9)
- ensure that written records of absconding contain all action taken by staff, the circumstances of the child's return, any reasons given by the child for absconding, and any action taken in the light of those reasons (NMS 19.6)
- ensure that all staff receive training in the complaints procedure in accordance with standard 16 (NMS 16.6)
- ensure that the Statement of Purpose contains up to date information as required in Schedule 1 of the Children's Homes Regulations 2001. (NMS 1.2)