

## Inspection report for children's home

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| <b>Unique reference number</b> | SC008600        |
| <b>Inspection date</b>         | 21/03/2012      |
| <b>Inspector</b>               | Denise Jolly    |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

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|--------------------------------|------------|
| <b>Date of last inspection</b> | 22/09/2011 |
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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

|                              |                                                                                                                                                                                                                                                                      |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Good progress</b>         | 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. |
| <b>Satisfactory progress</b> | 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.                                  |
| <b>Inadequate progress</b>   | 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 is privately owned and is registered to provide care and accommodation for up to six young people of either sex, with emotional and behavioural difficulties.

### Progress

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

At the last full inspection the home was judged to be satisfactory. A complaint sent to Ofsted regarding the welfare of young people prompted some safeguarding concerns, and a compliance visit was also conducted. This interim inspection measures progress made against six requirements and seven recommendations from both visits. There are four requirements and one recommendation arising from this visit.

Two requirements and one recommendation have not been adequately met. The home has made inadequate progress in addressing risks posed to young people from unsafe recruitment practice. Additionally, the Statement of Purpose continues to provide inadequate information about the staff team. Although procedures have been strengthened in light of previous shortfalls, young people continue to be cared for by staff whose fitness to work with children has not been sufficiently evidenced. This prevents young people from being protected by robust staff recruitment. The Statement of Purpose does not provide a clear picture of the qualification and range of experience of all staff at the home. This prevents interested parties from assessing the skills and qualities of the staff team against the needs of young people. These requirements have been repeated.

A recommendation to improve the quality of Regulation 33 monitoring of the home has not been achieved. The views of young people, their families and placing authorities are not gathered. This prevents young people from being adequately involved in the development of the home, and fails to provide the responsible individual with a balanced opinion of quality of care in the home. Monitoring of the home's records is not effective enough to identify shortfalls in record keeping. For example when young people complain, insufficient information is recorded about the actions taken in response. Young people are not provided with a complete written record of investigations leading to the final outcome to their complaint. However young people record they are satisfied with the outcomes to their complaints.

Four requirements and six recommendations have been met. Improvements to behaviour management and relationships mean that young people have not been restrained for some time. Where there are disputes between young people, for example, when they take possessions from each other, staff take a more active role

in helping to resolve issues. This helps young people to increase their ability to manage conflict by seeking appropriate ways to resolve their issues. Additionally, young people benefit from care plans that enable use of surveillance cameras outside the home to be reviewed. The home is successfully seeking consent for the measure from the appropriate authority. The manager has secured an appropriate qualification, and now receives regular supervision to enable professional discussion about the management of the home.

Safety of young people has improved in some areas, particularly staff understanding of procedures for safeguarding and protecting young people. The manager now ensures all staff who work with young people at the home are employed as part of the residential team. In addition, young people live in a home where the manager limits hazards, demonstrated by monitoring and improving the fabric of the property. An example of this approach is that fitted wardrobes are being constructed to provide stronger furnishings. Some young people report being happy with the home and are satisfied with activities available to them. Some young people are supported by staff to engage in transition plans that allow them to undertake work and semi-independent living in their home areas. Clear transition documents are being compiled. This means young people have enhanced opportunity to successfully reintegrate into their local communities.

The manager has improved the range of monitoring activities of the home and addresses any shortfalls identified under schedule 6 of the regulations. However, the monitoring system has not been developed to consider consultation with all parties required by Regulation 34, and subsequently the development plan for the home does not address improvements to the quality of care in areas identified by young people, their families or placing authorities.

## 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.

| <b>Reg.</b>  | <b>Requirement</b>                                                                                                                                                                                                                                                                    | <b>Due date</b> |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 33<br>(2001) | interview the children accommodated there, their parents, relatives and persons working at the home as appears necessary in order to form an opinion of the standard of care provided in the home; inspect the premises and records of any complaints (Regulation 33 (4) (a) and (b)) | 20/04/2012      |
| 26<br>(2001) | complete full and satisfactory information on every staff member's file to demonstrate that each person is fit to work at the children's home and he is of integrity and good character (Regulation 26 (3)(a))                                                                        | 21/04/2012      |
| 34           | ensure the system shall provide for consultation with children                                                                                                                                                                                                                        | 21/04/2012      |

|             |                                                                                                                                                                                                          |            |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| (2001)      | accommodated in the home, their parents and placing authorities (Regulation 34 (3))                                                                                                                      |            |
| 4<br>(2001) | compile a statement as to the matters listed in Schedule 1. In particular the number, relevant qualifications and experience of persons working in the children's home. ( Regulation 4(1) Schedule 1 (5) | 21/04/2012 |

## Recommendations

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

- record information about the child clearly and in a way which will be helpful to the child when they access their files, specifically regarding complaints. (NMS 22.5)