

Inspection report for children's home

Unique reference number	SC009651
Inspection date	17/01/2014
Inspector	Mandy Williams
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	16/04/2013
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Service information

Brief description of the service

The home is owned and operated by a private organisation. It is registered to provide care and accommodation for up to four children and young people. The children and young people may have emotional and behavioural difficulties, including attachment problems.

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.

Progress

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

At the last full inspection in April 2013, the overall effectiveness of the home was judged to be good. At this time Ofsted asked the provider to address one requirement and suggested improvements in an additional three areas. The home has successfully completed these.

In relation to the requirement; the placement plans for all young people accommodated in the home now indicate that the placing local authority has agreed them, thus ensuring that all those involved with the young person are aware and in agreement with the home's objectives for them.

In relation to the recommendations; staff rotas now indicate that there is a scheduled handover period for shift leaders. This allows time for them to pass on any important information and updates on young people, ensuring that information is not lost between shifts. The annual appraisal for the Registered Manager of the home has now been successfully completed, and staff in the home have received training

on the skills required to safely and competently supervise contact between young people and their family members.

At the time of this inspection, the Registered Manager was on a planned period of absence from the home and there was an acting manager in place. The staff team has remained largely stable since the last inspection. Similarly, the group of young people resident in the home has remained settled, with just one admission and one discharge over this period. Appropriate impact risk assessments were completed in relation to the young person moving into the home. However, not all the required documentation from the placing authority is in place. Consequently, staff do not have all the necessary historic information they require to support the young person effectively. Additionally, no formal review of the young person's care plan had been held since the young person was admitted to the home. Although the Registered Manager had made one attempt to request such a meeting, this had not been recorded on the young person's records. This issue has not received further follow up and remains outstanding. The young person's legal status was also incorrect on their placement plan and other documentation in the home.

The organisation is good at learning from complaints made about the service and altering procedures accordingly. Complaints are dealt with promptly and complainants receive a written response about their concerns. However, on one occasion such a complaint had not been acknowledged as such and had not been recorded in the home's records, although the issues raised had been addressed and followed through.

The home has received some re-decoration since the last inspection and generally is in good repair. However, one young person's bedroom contained a broken wardrobe and mould growth on the wall that had not been addressed.

The organisation does request feedback from individuals who use the service who indicate that they are very satisfied with the home. Young people appear settled in the home and generally get on well together.

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
24 (2001)	ensure that a written record is made of any complaint, the action taken in response, and the outcome of the investigation; specifically that all complaints are acknowledged as such in the home's records (Regulation 24(5))	28/02/2014

28 (2001)	ensure that for each child accommodated in the home a record is maintained that includes all the information and documents specified in Schedule 3; specifically copies of any reviews of the placing authority care plan; that action is taken to obtain missing reports; that reviews are requested post placement; and that any change of legal status is clear in the home's records. (Regulation 28(1)(a))	28/02/2014
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Recommendations

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

- ensure that the home provides a comfortable and homely environment and is well maintained and decorated; specifically that the broken wardrobe and mould in the young person's bedroom is addressed. (NMS 10.3)

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*.