

Inspection report for children's home

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Inspection date	05/12/2013
Inspector	Seka Graovac
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	04/04/2013
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Service information

Brief description of the service

The home is owned by a private provider and is a family-run business. The Registered Manager is also the registered provider. The home provides care, support and accommodation for five young people with emotional or behavioural difficulties. Emergency placements are accepted and short-term respite care can also be provided.

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 **inadequate progress**.

In April 2013, the overall effectiveness of the home was judged to be good. All aspects of the service, such as outcomes for children and young people, quality of care, safeguarding and leadership and management were good. One area for improvement was identified and a requirement was made; one recommendation was also made.

The management was asked to ensure that a clear record of the staff duty roster is maintained. This has not been achieved. Although the format for recording the staff on duty has been made clearer, the records kept are not accurate. On the day of this visit, none of the three staff members who were on duty were on the roster. Equally, the staff that were recorded as being on duty, were not in the building and were not expected to come to work on that day. The records for the previous days of the week were also inaccurate. The requirement is restated.

Ofsted recommended that the management kept records detailing the time, date and length of each supervision held for each member of staff. This has not been achieved. None of the supervision records detailed the time and length of the meeting. Also, there are some significant gaps in the supervision records. None of the senior staff members had any formal supervision for many months. The arrangements for supervision of senior staff are currently not in place. The recommendation relating to supervision has become the requirement in this report. Also, some staff's appraisals are overdue. The home is progressing with the recruitment of an independent consultant, who will take on the role of supervising senior staff. This person will also take part in strengthening the monitoring of the home.

In October 2013, the management completed the review of the quality of care and recorded the findings. The report has not been sent to Ofsted, as required. The report does not cover all matters that are set out in Schedule 6 to be monitored, such as the deposit and issue of money and other valuables, any illnesses, notifications, duty rosters and staff appraisals. Also, the report does not include any information about the consultation with children and young people, their parents and placing authorities.

The information about the structure of the organisation that is included in the Statement of Purpose is incorrect. It shows only one deputy manager, although the manager has two deputies. The deputy manager who is not included has significant management responsibilities and is acting as the manager for most of the time. The information about staff is not comprehensive. The number and experience of staff are not included.

The home's safeguarding and child protection policy and procedure was revised in July 2013, after the consultation with the Local Safeguarding Children Board (LSCB). However, there are still some gaps in its content. For example, the contact details of the local authority in whose area the home is situated are not included. The policy also contains some contradictory information. It emphasises the lead-role of the local authority in the decision making process. However, it wrongly states that the home will arrange a strategy meeting and invite various parties to attend, when concerns come to light. The management confirmed that this has never happened. They share any concerns with the LSCB without delay and know that it is the local authority's responsibility to organise and manage strategy meetings. They agree that the policy does not reflect the practice and that it is wrong.

The home continues to work closely with the LSCB and Local Authority Designated Officer. The management and staff attend regular training and have good understanding of safe practice. The home is able to demonstrate that robust actions have been taken in a situation, when the staff member's working practice was potentially undermining the welfare of the child. Young people report feeling safe at the home and outside of it. They are not bullied and report not having any worries. They live in an environment in which their needs are met and their welfare is promoted effectively.

The home remains child-centred. A number of professionals have commented positively about the staff's high commitment to support and safeguard children and to working together with other professionals. A team manager from the placing authority wrote to the management relaying the appreciation of the way in which, they 'worked and communicated with the department' and also, of their 'continued support of the young person at the hospital, the police station and in court.' This young person continued to be going missing and offending, after they had been bailed to the home.

The majority of children and young people who have been living in the home for a while, have made good progress. The incidents of them going missing from the home have been significantly reduced and they are engaging more with education. They have developed healthier lifestyles and exercise more regularly. They are more aware of the nutritional value of the different foods and eat healthier food. Their life skills have improved. Staff support achievements of children and young people by giving them certificates of commendation.

The home has recently held a quiz to promote diversity and to celebrate Black history month. Also, children and young people, their parents, family and carers were invited to attend an event called 'promoting togetherness' that was held at the home. This was organised to promote constructive family relationships and better partnership working.

The breaches of regulations identified at this visit have not had an obviously negative impact on the outcomes for children and young people.

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
4 (2001)	ensure that the Statement of Purpose contains all matters specified in Schedule 1, including correct information on staffing and the organisational structure of the home (Regulation 4(1) Schedule 1 1.5 and 1.7)	16/01/2014
16 (2001)	review and update the written policy and procedure to be followed in the event of any allegation of abuse or neglect, so that it is consistent with good practice and clearly includes information which would enable children and staff to contact the local authority in whose area the home is situated concerning the welfare or safety of children (Regulation 16 (1)(b)(2) (g))	05/01/2014

27 (2001)	ensure that all staff receive appropriate supervision and appraisal (Regulation 27(4)(a))	05/03/2014
29 (2001)	maintain the records specified in Schedule 4 including an accurate record of the staff duty roster (Regulation 29 (1) Schedule 4 (11))	06/12/2013
34 (2001)	supply Ofsted with the report on the review of care that provides monitoring information on all matters set out in Schedule 6 and that provides for consultation with children, their parents and placing. (Regulation 34(1)(a) and (2) and (3))	05/02/2014

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*.