

Inspection report for children's home

Unique reference number	SC013144
Inspector	Nicola Lownds
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Barnardo's
Registered person address	Barnardos, Head Office Tanners Lane, Barkingside ILFORD Essex IG6 1QG
Responsible individual	Julie Carole Gibbard
Registered manager	Ruth Madeleine Clacy
Date of last inspection	01/10/2014

Inspection date	03/03/2015
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Previous inspection	outstanding
Enforcement action since last inspection	none

This inspection

This home was judged outstanding at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

This home was last inspected in October 2014 when it was judged consistently as outstanding in all areas. The two recommendations from the previous inspection have been met. Supervision records show staff receive supervision on a regular basis. Clinical supervision is available for registered nurses. Deputising arrangements are in place for supervision to be completed in the absence of the direct line manager. Standard supervision agendas include safeguarding, participation and keyworking. This means children and young people are provided with a staff team that are well managed and frequently have the opportunity to reflect on practice and be developed. The views of children and young people are actively sought. A pictorial participation board encourages children and young people to express their views on activities in the home. Menu planning by children and young people is displayed on the dining room walls, consultation has taken place about the décor of the bedrooms and children and young people's views have been sought in relation to the use of visual monitors in bedrooms. Specialist participation training has taken place to further develop staff in this skill. Children and young people are therefore consulted on a diverse range of subjects from their direct care to the general maintenance of the home. This means the development of the home is well informed by children and young people's views.

Wide corridors and doors throughout the home ensure all areas are accessible for young people. The environment is welcoming with pictures and sensory activities adorning the walls of the home. Specialist equipment throughout the building that is serviced regularly maximises the opportunities for young people during their stay, such as using the jacuzzi and sensory room. Bedrooms are personalised to include photographs and particular bedding that is chosen by children and young people which shows staff recognise individuality. Young people feel confident in making preferences known such as a request made to change bedrooms. This shows the home promotes young people's identity which is reflected in the individual care they

provide and respect for choices.

High staffing ratios increase the availability for young people to participate in activities inside and outside the home. Children and young people are supported to make decisions about the plan for their stay. One young person said, 'I'm not going to the cinema as it's on too late and I have school tomorrow, so I'm going shopping instead'. This practice synchronises with the independence goals for young people recorded in care plans, and supports young people's key life skills.

Staff have positive relationships with children and young people. They adapt to communication methods such as observation of expressions and behaviour. A staff member said, 'I can see he is uncomfortable from his facial expressions so we will use the sensory room later'. This statement was rewarded by a smile from the young person. This shows all children and young people are listened to in the broadest sense, which increases the ability to safeguard them from harm.

Children and young people's health needs are met to a high standard. Staff handovers include a detailed discussion of health care plans, emergency protocols and medication schedules. This means staff are well prepared for the young people they will be caring for. All staff are trained by a medical professional on the administration of specialist health care procedures. Registered nurses train and sign off the competency for non-health qualified staff to enable them to conduct invasive procedures. This is always bespoke for a particular child. Robust procedures are in place for the management and administration of medication. This allows young people with complex health care needs to safely access a home from home environment for their short break.

Safeguarding of children and young people in the home is excellent. Risk assessments are clear, reviewed and implemented prior to any young person having their first stay at the home. Staff are trained in Safeguarding Disabled Children. Safeguarding is a common theme in staff supervisions and team meetings which means staff are skilled to ensure young people they care for are safe. Observations of the matching of children and young people are frequently undertaken by the deputy manager. These observations mean incidents of bullying or risks identified due to the matching of young people are reviewed and acted on swiftly.

Safeguarding procedures are followed in relation to any concerns raised regarding the care of children and young people in the home. The Registered Manager has a strong presence in investigations that are conducted by social workers or Local Area Designated Officer in relation to safeguarding. However a notification was not submitted during a safeguarding investigation being conducted by the Local Area Designated Officer involving a young person who receives care from the home. This did not have a direct impact on the safety and well-being of young people as all other safeguarding processes were followed robustly.

Parents are happy with the care being provided to their children evidenced in part

through compliments displayed in the entrance hall. The manager scrutinises opportunities for constructive feedback from young people and parents although no formal complaints have been made. A social worker said, 'I am confident in the home and the care they provide to children and young people'. Vigorous monitoring of the home by the Registered Manager ensures the home consistently meets the high standards it sets itself.

Information about this children's home

This residential short-break service caters for up to six children or young people at any one time. The service is provided by a national charity in partnership with a local authority and a primary care trust. Children and young people can therefore be provided with care and health packages. Most of the children and young people using the service have complex health needs, or are on the autistic spectrum and have associated challenging behaviour. The home is also registered with the Care Quality Commission.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
01/10/2014	Full	outstanding
06/02/2014	Interim	good progress
19/09/2013	Full	outstanding
12/02/2013	Interim	good progress

What does the children's home need to do to improve further?

Recommendations

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

- ensure significant events listed in schedule five are notified to Ofsted in a timely manner, specifically when the home has involvement in a LADO investigation. (NMS 24.1)

What inspection judgements mean

At the interim inspections we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

Information 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 main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.