

Inspection report for children's home

Unique reference number	SC013144
Inspection date	12 January 2010
Inspector	Christopher Garrett
Type of Inspection	Random

Date of last inspection	20 August 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

A national charity owns and operates this children's home. Short break and respite care is provided for children and young people with disabilities up to the age of 18 years. The centre offers a range of services from day-care to overnight and weekend stays. Up to six children and young people can be cared for overnight.

The home has previously undergone an extensive refurbishment programme and has been adapted and equipped to meet the needs of the children and young people. The accommodation consists of a number of single and double bedrooms, communal areas, hydrotherapy pool and sensory room and well-equipped bathroom facilities. To the rear of the property is a large secure garden which backs onto a local recreational area.

Summary

The purpose of this visit was to complete an unannounced interim inspection. This focussed on evaluating the response made by the home to the actions and recommendations raised following the last key inspection. Key standards relating to the safety and protection of the children and young people were also assessed. The overall judgement is based on findings of the previous key inspection. No further evidence has been collected to suggest that this should be amended.

The registered manager has recently resigned. Satisfactory interim arrangements are in place to cover his absence and a new manager has been appointed. Good standards of care relating to the safety and welfare of the children and young people are being maintained

The overall quality rating is satisfactory.

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

Improvements since the last inspection

The response to previous actions and recommendation has initially been lead by the previous manager. Since his resignation this responsibility has been passed to other senior staff within home and the charity's management team. There is evidence that responses have been made in all areas. However, in some cases these have yet to be come fully established or they are currently underdeveloped.

The home was required to ensure that all staff receive appropriate training. An audit of training has been completed and where shortfalls have been identified training has either been undertaken or is scheduled. This action ensures that there are sufficient numbers of qualified staff to take on specific responsibilities for the care and management of the children and young people.

Responses to actions relating to the supervision of staff and the monitoring of records have not been fully implemented.

The home was asked to ensure that all complaints are addressed without delay. An outstanding complaint has now been resolved and a review regarding the issues preventing its completion within agreed timescales has been undertaken. A recommendation was made regarding the recording of physical interventions. Appropriate records are now being made. This ensures that

senior staff are able to monitor records that accurately indicate when measures of control are being used. The home was asked to implement personal emergency evacuation plans. These are now in place and in conjunction with previous night time procedures developed by the home have improved the level of safety for the children and young people.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

The safety and welfare of the young people is of high priority within the home. The children and young people are protected by clear procedures and practices for promoting their welfare. Staff are given appropriate training that assists their professional development and informs and supports their roles. Care staff are encouraged to reflect on any significant incidents to determine what they can do to improve their practice.

The home takes positive steps which ensures that the children and young people's privacy is respected. All of the children and young people attending the centre require some level of assistance with their personal care. Details of how this should be provided are clearly recorded in the children and young peoples' care plans. This ensures that individual preferences and protocols are provided and adhered to. There is an established process by which all care staff develop the skills and competencies required to provide personal and intimate care.

A number of the children and young people receiving respite at the home have little or no verbal communication. Consequently, their ability to register concerns or complain is extremely limited. Staff build up a good understanding of the children and young people's preferred means of communication. They use this to effectively to interpret when the children or young people have a concern or are feeling uncomfortable or unhappy. Parents, social workers, and placing authorities are provided with information on how to complain if they are dissatisfied with any aspect of the care being provided. The home follows the charity's procedures for managing and responding to formal complaints. Any issues are normally dealt with at an informal level. There have been no recent formal complaints received by the home.

The home has robust procedures in place that ensure the children and young people's welfare is promoted and that they are protected from abuse. Regular training is provided to the staff team on child protection which covers the specific vulnerability of children and young people with disabilities. In the absence of a registered manager, the deputy manager has taken on the lead responsibility for managing and coordinating the home's response to any child protection matters. The deputy manager has undertaken appropriate training to support this responsibility.

Bullying and children and young people leaving the site and/or staff supervision without permission are not generally issues within the home. Each of the children and young people receive one-to-one supervision which ensure that they are safe and receive appropriate support. Individual risk assessments identify those young people who may display behaviours that may put themselves or others at risk. Staffing ratios are increased when a potential or actual risk is identified.

The management of the children and young people's behaviour is good. Staff collate information obtained from parents, carers and from their own observations to produce comprehensive

individual behaviour plans. This ensures a consistency and continuity in the management of children and young people's behaviour. The large majority of staff have completed mandatory training on the use of a physical intervention. This provides guidance on the use de-escalation strategies and physical intervention holds. The staff use this training effectively. Staff are fully aware that a number of the children and young people are unable to take full responsibility for some aspects of their behaviour and may have little understanding of how their behaviour impacts on others. Consequently, sanctions and restraint are rarely used within the home. The staff routinely reflect on any significant incidents that do occur and use this as an opportunity to modify their practice and /or to consider different behaviour management strategies.

The home takes positive steps to keep the children and young people, staff and visitors safe from fire. Systems are in place for the regular checking and servicing of fire safety and detection equipment. Practice evacuations including a simulated night time one are routinely undertaken. A fire risk assessment is in place and has been reviewed. Personal emergency evacuation plans have been put in place for each of the children and young people.

The home follows recruitment and vetting procedures as set out by the charity. Complete staff files are retained at the charity's head office. One new member of care staff has been recently appointed . Appropriate recruitment and vetting checks have been undertaken.

Helping children achieve well and enjoy what they do

The provision is not judged.

Helping children make a positive contribution

The provision is not judged.

Achieving economic wellbeing

The provision is not judged.

Organisation

The organisation is satisfactory.

An action has been previously made to ensure that all staff receive regular supervision. The arrangements for the provision of staff supervision have been reviewed. A new system for scheduling and recording supervision has been developed and implemented but is not yet fully established.

An initial response has been made to an action requiring the establishment of a system for monitoring of records and for improving the quality of care provided by the home. This is an area that remains underdeveloped.

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 Childrens Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
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28	ensure that all project staff receive regular and consistent supervision relating to their social care roles (Regulation 27 (4) (a))	19 February 2010
33	establish and maintain a system for monitoring the matters set out in schedule 6 and for improving the quality of care provided by the home. (Regulation 34 (1) (a) (b) (3))	19 February 2010

Recommendations

There are no recommendations.