

## Inspection report for children's home

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| <b>Unique reference number</b> | SC016600        |
| <b>Inspection date</b>         | 27/03/2012      |
| <b>Inspector</b>               | Sharron Escott  |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

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|--------------------------------|------------|
| <b>Date of last inspection</b> | 07/12/2011 |
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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

This private children's home is registered for five young people with emotional and behavioural difficulties. The home provides individual support and preparation for independent living and offers an outreach service to support young people.

### Progress

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

The overall quality rating for this service was judged as good at the full inspection undertaken in December 2011. One requirement was raised as part of that inspection, which has been successfully met.

Three young people were present during this inspection. The Registered Manager and staff team have demonstrated satisfactory improvement and young people are achieving positive outcomes. This includes young people continuing to make progress from their starting points in all aspects of their daily living. For example, missing from home episodes have decreased significantly, young people's attendance in further education has improved and offending behaviour has reduced.

The statement of purpose is regularly reviewed and a copy provided to Ofsted. However, this document does not cover all areas listed in Schedule 1 of the Children's Homes Regulations 2001. For example, it does not describe how young people are to be safeguarded from bullying, procedures when young people go missing from home or arrangements for contact. As a result, a requirement has been raised. In addition, the home does not have a formal development plan that makes provision for the continuation of the service and any areas for improvement. A recommendation has been raised.

Regulation 33 reports and regulation 34 monitoring are completed monthly and copies are provided to Her Majesty's Chief Inspector. However the information shared within the regulation 34 report does not adequately detail all matters required within Schedule 6. The reports should include, with their consent, the views of the children, their parents, and placing authorities to establish their opinions of the standard of care provided. As a result, a requirement has been raised.

The current staffing levels reflect the supervision required for the young people in placement. However, the staffing rota does not show that there is dedicated handover time, where essential information is shared between staff. It is also not possible to identify which staff member is responsible for spending time with individual young people. As a result, young people are not clear which staff member is working directly with them and they cannot be confident that staff are fully aware

of their changing daily living needs.

A recommendation has been raised relating to the records of measures of control. The records, although monitored frequently, do not detail the effectiveness of the measure and views of the young people. As a result, it is not clear if the measure of control provides the young people with opportunities to reflect and learn from their behaviours.

The Registered Manager and staff team continue to demonstrate a very strong commitment to young people. Visiting social workers stated that the home meets the needs of the young people placed and communication is excellent. Staff commitment to support the individual young people is outstanding and nurturing, non-judgemental care provided is a strength of the service. As a result, young people continue to make significant progress; they flourish, develop and achieve socially, emotionally and educationally.

Young people continue to benefit from living in an environment where warm, caring and supportive relationships exist between themselves and staff. Young people are extremely appreciative of the care and support provided. Their overall experience of living at the home is positive. Staff undertake their duties in a warm, supportive and non-judgemental manner. Young people are extremely relaxed, at ease in the staff's company and within the environment. Young people also feel safe and comfortable living at the home.

Staff fully support and promote young people's learning to ensure that they are given every opportunity to achieve their full educational potential/ambitions. The attendance of young people at their educational provision has improved. A visiting social worker stated, 'the home has gone out of their way to explore alternative vocational learning programmes to meet individuals' needs and interests.' Achievements met and experience gained reflects the level of support and encouragement provided by the manager and staff team.

## 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<br>(2001) | ensure the children's home has a written statement which will consist of a statement as to the matters listed in Schedule 1, and a children's guide that is consistent with its statement of | 20/04/2012 |

|              |                                                                                                                          |            |
|--------------|--------------------------------------------------------------------------------------------------------------------------|------------|
|              | purpose (Regulation (4)(1)(6))                                                                                           |            |
| 34<br>(2001) | ensure the report reviewing the quality of care details the information as set out in Schedule 6. (Regulation 34 (1)(a)) | 20/04/2012 |

## Recommendations

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

- ensure where any sanctions, disciplinary measures are used, children are encouraged to have their views recorded in the records kept by the home (NMS 3.18)
- ensure the home has a written development plan, reviewed annually, for the future of the home. Identifying any planned changes in the resources or operation of the home (NMS 15.2)
- ensure staffing rotas include shift leaders and have time scheduled to ensure handovers are held. (NMS 17.5 & 17.6)