

Inspection report for children's home

Unique reference number	SC019441
Inspector	Fiona Littlefield
Type of inspection	Full
Provision subtype	Children's home

Registered person	Jubilee House Care Trust Limited
Registered person address	1st Floor, St. Davids House 11 Blenheim Court, Brownfields WELWYN GARDEN CITY Hertfordshire AL7 1AD
Responsible individual	Steve Stokes
Registered manager	Sam Perry
Date of last inspection	26/03/2014

Inspection date	21/01/2015
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Previous inspection	good progress
Enforcement action since last inspection	none

This inspection	
Overall effectiveness	good
Outcomes for children and young people	good
Quality of care	good
Keeping children and young people safe	good
Leadership and management	good

Overall effectiveness

Judgement outcome	good
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Young people who stay in this home enjoy individualised care that reflects their needs and preferences. They make progress because of their positive experiences in the home. They develop confidence, social and independence skills. Parents and external professionals were enthusiastic about the service provided by staff. An external professional said: 'The facilities are wonderful, it is homely enough and child focused.'

Staff help young people to make their wishes and feelings known through their preferred communication methods. The Registered Manager and staff are committed to improving the participation of the young people in the home.

Staff are warm and enthusiastic. They know the young people well and are attentive to their needs. Staff take great pride in young people's achievements; young people react well to this positive approach. Clear boundaries and consistent routines promote a sense of security.

Some young people do not have a sense of safety due to their complex needs, however, they are looked after in a way that ensures their safety.

Shortfalls identified include: providing specialist training for staff, completing a risk

assessment of the location of the home, maintaining written records for young people, ensuring that full information about staff is available in the home and ensuring the home is well maintained. A further area for improvement is to ensure that staff actively promote young people's welfare.

The manager is aware of the strengths in the home and is committed to further improvement in the home.

Full report

Information about this children's home

This short-break centre is run by a registered charity. It offers overnight short-break care places for up to five children and young people with learning disabilities, who may also have physical disabilities. Day care is also offered on the same site for children and young people with similar needs.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/03/2014	Interim	good progress
28/11/2013	Full	good
30/01/2013	Interim	good progress
16/08/2012	Full	good

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

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
17B (2001)	shall ensure that within 24 hours of the use of any measure of control, restraint or discipline in a children's home, a written record is made in a volume kept for the purpose of which shall include a description of the measure used and the signature of the person authorised by the registered provider (17B(3)(c)(i))	25/02/2015
27 (2001)	ensure that all person's employed by him shall received appropriate training, supervision and appraisal (27(4) (a))	25/02/2015
31	ensure that for the purposes of sub-paragraph (a)	25/02/2015

(2001)	review the appropriateness and suitability of the location if those premises at least once in each calendar year (31(1A)(b))	
31 (2001)	ensure that all parts of the children's home used by children are kept clean and reasonably decorated and maintained. (31(2)(e))	25/02/2015

Recommendations

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

- actively promote the welfare of children living in the home (NMS 4.2)
- ensure that the children's home has a record of the recruitment and vetting checks which have been carried out on those working for the children's home. In particular with regard to at least two references (NMS 16.3.d)
- ensure that records are clear, up to date and stored securely and contribute to an understanding of the child's life.(NMS 22)

Inspection judgements

Outcomes for children and young people **good**

Young people make good progress since coming to this home. They grow in confidence because they have formed strong attachments with their allocated key workers. The nurturing and committed staff team encourage young people to share their feelings and views through their preferred communication methods. As a result, young people's behaviour is more assured and settled in terms of their individual starting points.

Some young people exhibit challenging behaviour. Staff are fully committed to reducing the number of negative incidents. Young people are supported to follow consistent and reliable routines in the home and this enhances their feeling of safety and confidence. As a result, the young people's behaviour is calmer given their starting points.

Young people have complex health needs, learning disabilities and many are autistic. They have access to the full range of medical services. Staff follow specific and detailed instructions to meet the health needs of each young person. They use their initiative to approach external medical professionals if they need further advice. As a result, the health needs of the young people are safeguarded.

Young people develop their skills and confidence in the home and in community based activities. They are encouraged to participate in the running of the home through attending young people's forums. Young people have given views on colour schemes in the bedrooms, and trips into the community. They are supported to develop skills in cooking and shopping. This builds valuable life skills.

Young people benefit from contact with people who are important to them. Staff are highly motivated to support family relationships. They communicate extensively with the young person's family and incorporate this into the young person's stay in the home. As a result, young people enjoy consistent routines and experiences. Staff use visual aids and social stories to prepare young people for their return home.

Quality of care **good**

Young people who attend this home have a key worker. They benefit from the positive effect that this close relationship brings them. Staff are warm and enthusiastic and take great pride in the progress made by all young people. They know the young people's needs well and are very attentive to them.

Young people have a detailed short break care plan which identifies their individual

needs, preferences and difficulties. This plan is agreed with the referring local authority, the family of the young person and is reviewed annually or earlier if required. Plans include guidance about medical procedures, the young person's emotional well-being and night-time routines. Specific risk assessments of all aspects of care are matched with individual management strategies. This approach provides a holistic overview of the young person.

Young people who attend the home benefit from regular routines. Staff apply clear rules and boundaries. This has had a positive effect on behaviour as children respond to consistent expectations. Individual goals are set to help children and young people address any difficulties they face in day to day activities such as eating a meal or using cutlery. There is a strong focus on celebrating effort and achievement. Young people react well to this positive reinforcement.

Staff are committed to communicating with the young people, who have developed positive relationships based on consistency and trust. Young people's wishes and feelings are recorded by their key workers using a range of communication methods including visual aids. However, records need to be dated and written in a professional manner

The Registered Manager and staff work proactively and positively with families to maintain continuity of care. Families and social workers speak very positively about the services offered by the home. A parent described the home as an 'absolutely fantastic experience'. Families see the service as crucial in helping the family stay together. They report that their children settle into routines that they are able to follow when they return home.

If a child's behaviour becomes too challenging, the service might be suspended pending a review with the social worker and the family. The focus of the review is to assess risk and develop a new care plan so the young person returns to the service as soon the young person needs can be met.

The Registered Manager and the staff have worked to develop a good relationship with the schools that young people attend. The aim is to match plans and behaviour strategies with individual children at school and in the home. This provides a consistent approach for young people.

The home provides a healthy environment where young people are able to access the services and support they need to meet their needs. Young people with very complex health needs are catered for. Detailed instructions and risk assessments are agreed for each child or young person. Staff also have access to appropriate medical advice from a school nurse if necessary. Medication is dispensed precisely by trained staff. Consequently the health needs of the young people are safeguarded.

The home is spacious and comfortable. Staff are flexible in providing meals for any young person who might have limited tastes or preferences. They routinely offer

alternative meals if asked. As a result, young people feel comfortable about mealtimes.

Some areas of the home have been recently refurbished and redecorated. The dining room is homely and comfortable. The garden is very attractively designed with sturdy garden furniture which is fenced off for safety. There is adequate room outside for the children and young people to play and an abundance of activities in the home. The young people have a sensory room, computer room, play room with soft area, many toys and sensory equipment. However, the young people's shower area is stained and grimy. Some bedrooms lack a welcoming feel. The Registered Manager is aware of this shortfall and there is a programme of further refurbishment planned for later in the year.

Keeping children and young people safe good

Young people in the home do not understand the concept of feeling safe, due to their complex needs. Feedback from social workers and parents is that staff care for young people in a way that promotes their safety. Staff follow the home's safeguarding policy and the Local Authority's child protection policies.

Some young people have self-injurious behaviour. On occasion there is a lack of evidence that information is systematically shared with professionals. A lack clear recording may compromise the welfare of young people.

Young people do not go missing from the home because they are very closely supervised. Staff use restraint appropriately and as a last resort to ensure a young person's safety. Staff have recently completed training that concentrates on de-escalation and constant positive feedback and praise. Young people have reacted positively. Staff say that the training has increased their confidence in managing negative behaviour. However, sanctions are not recorded clearly and accurately. For example: the nature of the sanction and whether it was effective. This is a missed opportunity to reflect on triggers for behaviour and to identify successful strategies. The Registered Manager is aware of this shortfall and is committed to addressing this issue.

Fire safety checks are in place and recorded. There are regular fire drill and fire tests. Each young person has a personal emergency evacuation plan. As a result, staff are clear how to prioritise the safety of each young person.

The main recruitment files are held at head office. However, records in the home are not up to date in regard references obtained and verification undertaken. This does not directly compromise the safety of young people, but full and up to date records must be held within the home.

Leadership and management

good

The Registered Manager has been in post for 10 years. She has a suitable level five qualification and is commencing a level seven qualification. The manager demonstrates genuine care for and commitment to the young people.

There have been no complaints since the last inspection.

The Registered Manager has ensured that arrangements for external monitoring of the home are effective and consistent. The focus of the reports is on the experiences of the young people in the home. Direct comments from the young people and their parents are included in the reports.

The Registered Manager has reported on the overall progress within the home and identified areas for improvement. These include ensuring that reviews with the statutory agencies remain consistent. The Registered Manager also observes the need to ensure that the staff group works together coherently. Recent safeguarding training has helped the team to develop a confident approach.

Staff have all had mandatory training such as first aid, safeguarding and managing behaviour. However, not all staff have specialist training to consistently meet the individual needs of all young people, for example, in autism awareness. As a result, the wishes and feelings of some of the young people are not fully understood.

The Registered Manager has not yet completed a location risk assessment for the home. She is aware of the need to identify any risks in the local area and will liaise with local agencies and develop an action plan to manage any concerns. There is no evidence to suggest that a young person has been subject to risk as a result of this shortfall. However, the Registered Manager is aware that this will require an urgent response.

During the inspection, staff demonstrated a commitment to ensuring that young people have a positive experience in the home. Staff advocate for young people and make sure that they access services, opportunities, and experiences that benefit them.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

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.