

Inspection report for children's home

Unique reference number	SC020193
Inspector	Amanda Ellis
Type of inspection	Full
Provision subtype	Residential special school (>295 days/year)

Registered person	The SENAD Group Limited
Registered person address	1 St. Georges House Vernon Gate DERBY DE1 1UQ
Responsible individual	Mark Flynn
Registered manager	David Alan Hancox
Date of last inspection	16/07/2014

Inspection date	11/09/2014
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Previous inspection	inadequate
Enforcement action since last inspection	A compliance notice was issued on 23 July 2014. A monitoring visit took place on 15 August 2014. Evidence provided within this visit supported that the compliance notice had been fully addressed.

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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This home had a full inspection in July 2014. At that inspection, significant shortfalls led to an overall judgment of inadequate. Since the last inspection, the responsible individual has implemented a robust action plan to resolve shortfalls. As a result, the home has made substantial improvements. This inspection has judged the home to be providing a good service.

Young people in this home benefit from a good quality of care, delivered by an experienced and knowledgeable staff team. Staff effectively implement highly personalised care plans, which reflect the uniqueness of each young person and their needs. Consequently, young people make good progress in their education, health, emotional well-being and social development.

A key strength of the home is the use of a range of communication strategies with young people who have complex needs and limited verbal ability. This enables young people to learn, express their views, make choices and participate in their

care provision.

Young people have good relationships with the staff team and feel staff support them at all times. They say they are confident in talking to members of staff if they have issues or concerns. Professionals and parents say that staff have a good knowledge and understanding of all of the young people's needs. Consequently, young people benefit from high standards of quality of care.

Shortfalls identified within this inspection include omissions in the Statement of Purpose and supervisions arrangements for some managers. These shortfalls do not impact negatively on the outcomes for young people.

Full report

Information about this children's home

This home is registered to provide care for up to 25 children and young people with complex communication, learning difficulties and severe challenging behaviours. It is part of a residential special school and owned by a private organisation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
16/07/2014	Full	inadequate
25/03/2014	Interim	good progress
10/01/2014	Full	outstanding
14/02/2013	Interim	good progress

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
4 (2001)	ensure a written statement (in these regulations referred to as "the statement of purpose") which shall consist of a statement as the matters listed in Schedule 1 (Regulation 4 (1)) Schedule 1 (10)	31/10/2014
27 (2001)	ensure all persons receive appropriate training, supervision and appraisal, with specific reference to ensuring all staff receive regular supervision and records fully reflect the content of supervisory meetings. (Regulation 27 (4) (a))	31/10/2014

Inspection judgements

Outcomes for children and young people **good**

Young people make good progress in achieving positive outcomes in all areas. The contribution of management, care, health, education and therapeutic teams are pivotal in supporting this progress. One parent said 'Since living at the home my son has made overall improvements with the care he has received. His behaviours, social skills, communication, education and life skills are all significantly better.' As a result of multi-disciplinary care, young people benefit from holistic progression.

Educational outcomes are very good for all young people. All young people are engaged in education provision. Educational attendance is excellent and achievement is good, taking into account their starting points at the time of the placement. Consequently, they progress and develop in line with their potential.

Young people's health needs are carefully managed through rigorous assessment and implementation of individualised health care plans. Additionally, the home promotes an environment where young people enjoy and learn about the benefits of regular exercise and healthy lifestyles. This leads to improved overall health outcomes for young people.

Young people enjoy well-organised and positive contact arrangements with their parents, families and significant people. Staff communicate effectively with families, thus promoting young people's identity and understanding of heritage. A parent said 'We visit and have regular updates on his care. There is lots of open communication with the home. They are excellent with all aspects of his care.'

Young people are supported to develop self-care and independence skills appropriate to their age and understanding. For example, they learn life skills such as cooking, shopping, household chores and self-care skills. This means young people can practice and develop further skills that mean less reliance on staff. Staff support young people to develop road safety awareness, access community services, use public transport and manage basic financial transactions. As a result young people benefit from care, which helps them prepare for transitions to adult care and alternative placements.

Quality of care **good**

Young people receive a good quality of care at the home. Staff are conscientious in developing new knowledge and skills to improve the delivery of care for young people. For example, with systems that assess young people's functional skills which enables staff to tailor appropriate levels of support. This benefits young people with

their progress in home, school and the community.

Young people enjoy very good relationships with staff and each other. One young person said 'The staff are always very professional and support me. I have been here for a few months and have always been very happy with the staff.' Observations of staff and young people demonstrate that young people benefit from a skilled and knowledgeable staff team, who work hard to establish rapport and develop positive and caring relationships.

Young people have complex needs and some have communication difficulties arising from their disabilities. Designated staff members promote a variety of methods to enable young people to learn and express their needs, wishes and views despite these difficulties. As a result, young people are able to contribute to their care and have a say in the running of the home.

Young people are fully supported if they wish to complain. Clear information in a variety of formats is available to young people on how to complain, or comment on the care they receive.

Young people are supported to attend routine and specific health appointments. Additionally, the organisation provides a range of services to support young people's developmental needs and emotional well-being. Services include speech and language therapy, occupational therapy and psychotherapy. Records of medication are well kept and regularly audited to ensure consistent practice is maintained in line with procedures. Consequently, the physical, emotional and psychological health of young people is promoted.

Staff are highly committed to promoting young people's education. They support young people to attain very good levels of educational attendance. Strong working partnerships are maintained with the organisation's college, which is linked to the home. Education and residential staff communicate throughout the day; sharing information about individual young people and their changing needs. This enables staff to adjust support accordingly. Consequently, young people benefit from consistent care provision that promotes their attainment and enjoyment.

Staff support young people to engage and participate in meaningful activities. The staff teams work well to overcome barriers that young people face, ensuring they access activities in the wider community. This exposure to structured and meaningful activities means young people develop the skills that ensure the constructive use of their time and interact with peers and the community.

Staff work hard to ensure the home develop effective partnerships with external agencies and social work professionals. One professional stated 'Working arrangements and partnerships are very good. I receive monthly reports and all incident reports; managers are especially good at keeping me updated.' This cohesive method of working with placing authorities ensures young people receive

coordinated packages of care. This means care provision is responsive to their individual and changing needs.

Young people live in a home that is well maintained and decorated. The home offers a range of facilities and resources that provide a variety of stimulating activities. The home is situated in extensive grounds, with outside play areas that provide an opportunity for young people to experience a wide range of outdoor activities. This promotes their development and confidence. Each young person has their own room which they are encouraged to personalise. The home is situated in a quiet rural area with access to a range of activities and facilities in nearby villages, towns and city.

Keeping children and young people safe good

Due to the complex needs of young people, some young people in the home do not fully understand the concept of feeling safe. Care practice and safeguarding arrangements provide good evidence to demonstrate that staff provide care for young people in a way that promotes their safety. Additionally, the feedback from parents, social workers and some young people, provide evidence that young people are safe.

Safeguarding systems are effective. Managers and staff work in a proactive and transparent manner with safeguarding and regulatory agencies to address any concerns raised by young people or other stakeholders. Consequently, allegations or disclosures are dealt with in a prompt manner. This means young people receive care that ensures effective protection from potential harm or exposure to harmful individuals.

Young people have a range of proportionate risk assessments, which enable them to experience new challenges and develop new skills whilst remaining safe. Care plans are regularly reviewed to reflect the changing needs and abilities of young people. This ensures staff have clear guidance on how to effectively safeguard young people.

Physical interventions are used to promote the safety of young people. Internal and external monitoring processes demonstrate rigorous scrutiny of restraint records. This demonstrates the home's commitment to ensuring that all interventions are necessary, proportionate and effective.

Young people have high levels of monitoring and supervision. Consequently, there have been no incidents of young people going missing from the home. The home has clear procedures in place to notify the relevant bodies in the event of a young person going missing. Staff understand the relevant policies and procedures and know how to implement them if necessary.

Young people live in a home that provides the appropriate level of security to ensure their safety and wellbeing. Regular fire, maintenance and equipment checks further

promote the safety of young people. Regular fire drills are held to ensure that young people are supported to understand the dangers of fire and evacuate safely.

Leadership and management

good

The manager became registered in this post in March 2008. He has a National Vocational Qualification at Level 4 in Care Management and is currently undertaking the Level 5 Diploma. These are suitable qualifications. He has substantial relevant childcare and managerial experience of residential childcare within this service.

The Registered Manager and registered individual have implemented a robust action plan and utilised systematic monitoring methods to ensure that all shortfalls identified at the last inspection have been fully addressed.

Behaviour management methods are effective, with measures of discipline proportionate to the behaviours and needs of young people. Records of disciplinary measures are in line with regulatory requirements. All operational aspects of the home now ensure that care provision respects the privacy and dignity of young people, with due regard to their individual disabilities and associated behaviours.

Improvements to the internal quality assurance processes have led to effective methods to identify health and safety matters. This has resulted in prompt action being taken to address potential hazardous environmental or maintenance issues. This means young people benefit from improved levels of safety and quality of care.

Substantial investment in the internal and external infrastructure of the home has led to significant improvements to the construction and appearance of the home. Consequently, the urgent issues of dealing with internal damp areas have been fully addressed and further improvement work is underway to develop the internal accommodation to provide a more child-focused environment.

Records for young people are now clear and provided in a format that is systematic and easily understood. Improvements in the way that information is recorded mean that young people's records are child centred and enable them to reflect positively on their time at the home. Records also enable staff to have the necessary clarity to ensure care provision is in alignment with individual care plans.

Staff are supported by access to a range of good quality training that helps them to understand and address the complex needs of young people. Staff receive regular and meaningful supervision that addresses their professional development and the care of young people. However, some managerial supervision records do not sufficiently reflect the frequency or details of the supervisory meetings. This means it is difficult to assess how effective supervision is in meeting the needs of some of the

management team. Staff and managers' report that they feel supported and their professional development is promoted.

The Statement of Purpose is clearly set out and available on the provider's website. It signposts the reader to policies and procedures, however it does not provide sufficient detail on the safeguarding, bullying and missing from care policy, as required under the amended regulation. Parents and placing authorities report that they are however clear about the aims and objectives of the home and care provided.

The management team demonstrate a commitment to ensuring they meet the needs of all young people, regardless of disability. They are tenacious in ensuring that placing authorities meet their statutory duties and promote the needs of individual young people. Managers are persistent in convening review meetings for young people and ensuring care plans reflect the needs of the young people.

Significant events relating to the protection of young people are notified to the relevant authorities and appropriate procedures are followed. This contributes to young people's safety.

The home demonstrates a strong capacity for continuing improvement based on its record of accomplishment and performance since the last inspection.

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.