

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	25/03/2014

Inspection date	16/07/2014
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Previous inspection	good progress
Enforcement action since last inspection	This inspection found the home is not promoting the welfare of all young people and making proper provision for their care. The leadership and management have failed to put in place sufficient or effective monitoring systems to ensure all young people benefit from care that meets their individual needs. As a result of the failure to address these issues, there are insufficient measures in place to adequately safeguard young people, promote their welfare and respect their need for privacy and dignity. Therefore young people are at potential risk of harm. Compliance action has been taken as a result of these shortfalls.

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

Overall effectiveness

Judgement outcome	inadequate
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Young people achieve good outcomes, despite the shortfalls identified in this inspection.

Young people's health needs are well met. They are encouraged to have a well-balanced diet and active lifestyle. Young people make improvements in engaging with education and training. Young people are provided with opportunities to learn life and self-care skills. Young people develop and improve as a result of living at this home.

The provider has failed to ensure all young people are provided with appropriate care which meets their individual needs and behaviours. This has the potential for young people to be at risk of harm.

There are four statutory requirements and one recommendation set because of this inspection. These include improved management monitoring, ensure contents of young people's physical intervention records comply with regulation, ensure fair and proportionate sanctions and provide an interior environment free from damp. One action has been set in relation to the home ensuring records provide a clear and coherent picture of care provision.

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
25/03/2014	Interim	good progress
10/01/2014	Full	outstanding
14/02/2013	Interim	good progress
01/08/2012	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
11 (2001)	ensure that the children's home is conducted so as to promote and make proper provision for the safeguarding and welfare of children, their care, supervision, support and treatment and make suitable arrangements to ensure the home is conducted in a manner which respects the privacy and dignity of children, with due regard to any disability (Regulation 11 (1) (a) (b) & (2) (a) (b)) *	14/08/2014
17 (2001)	ensure no measure of control or discipline which is excessive, unreasonable or contrary to paragraph (2) shall be used at any time on children accommodated in the children's home, with specific	14/08/2014

	reference to the withholding of food (Regulation 17 (2) (b))	
17B (2001)	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 (Regulation 17B (3) (f) (h))	14/08/2014
31 (2001)	the registered provider shall ensure all parts of the children's home used by children are of sound construction and kept in good structural repair both internally and externally, with specific reference to internal damp (Regulation 31 (2) (d))	14/08/2014
34 (2001)	establish and maintain a system for monitoring the matters set out in Schedule 6 at appropriate intervals. Schedule 6(18) refers to risk assessments for health and safety purposes and subsequent action taken.(Regulation 34 (1))	14/08/2014

*These requirements are subject to a compliance notice

Recommendations

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

- ensure the home implements a written policy that clarifies the purpose, form and content of information to be kept on the registered person's files and information to be kept on the child's files. Specifically, there is a system in place to monitor the quality and adequacy of record keeping and take action when needed. (NMS 22.1)

Inspection judgements

Outcomes for children and young people **good**

Young people make good progress in achieving positive outcomes in all areas. The home is central to promoting improved outcomes, especially with regard to young people improving their communication and social skills. Over time, young people develop skills to regulate their own emotions and manage their own behaviours. One parent said 'Staff manage behaviours very well. He is much calmer since he has been placed at Pegasus.' As a result, young people progress towards developing a positive self-view and increased confidence.

Education attendance is very high, with the majority of students achieving 100% attendance. This ensures that young people benefit from daily educational opportunities, which will enable them to achieve well at school. Young people are set realistic and challenging targets. This promotes their achievement with the vast majority of young people attaining their target levels. Some young people move into further education or vocational programmes. Consequently, they continue to improve their educational outcomes, with the development of new skills and knowledge.

Young people lead healthy lifestyles, with skilled staff supporting young people with health promotion. Health issues such as diet, active lifestyles and personal hygiene are some of the issues that are routinely promoted. One parent said 'My child is eating a balanced diet. The home has been very responsive to his dietary needs.' Because young people learn to make positive choices about their health, they become healthier over the course of their placement at the home. This leads to improved health outcomes.

Young people benefit from well-supported and frequent family contact. This means young people maintain their family identity. A parent said, 'We have excellent communication. Staff are very proactive in contacting us and keeping us up to date.'

Young people benefit from access to a wide range of activities that provide new and stimulating experiences. They are encouraged to engage in community activities, such as attending cultural events and trips to places of interest. They contribute to the home, such as creating colourful floral hanging basket to display in the gardens. This supports them to feel part of their wider community and enjoy the activities and social life this provides.

Young people benefit from planned and informal opportunities to develop appropriate life skills and knowledge. This supports and encourages greater independence and responsibility. They learn skills such as, cooking, shopping and tidying bedrooms. These improved skills enable young people to build upon their ability to care for themselves with their eventual transitions to alternative placements.

Quality of care

inadequate

Staff demonstrate dedication and enthusiasm to their work. There are positive relationships between the staff and young people, which enable young people to feel valued. Young people state that they are happy living in the home.

Young people receive a guide that contains information on their care, advocacy, and the details of people they contact if they wish to raise a concern. The guide is provided in a range of communication formats to meet the individual communication needs of young people. This guide helps young people understand what to expect from the care they receive.

Regular meetings provide young people with a forum to express their views and make suggestions regarding the running of the home. A dedicated member of staff ensures young people fully participate in these meetings. Through a range of communication techniques, young people are enabled to exchange views and communicate. As a result, young people feel they are listened to and their opinions are valued.

Staff do not consistently demonstrate they are able to identify young people's individual needs in relation to their disability. In some circumstances, care provision has failed to provide appropriate care and a suitable physical environment for young people who demonstrate destructive and damaging behaviours. Additionally, young people's records do not provide a full picture of care provided. This means the home has ineffective systems to ensure all young people receive consistent care to meet their individual needs. Consequently, the staff team do not have the clarity to deliver appropriate care which ensures that young people are adequately protected.

There are inconsistent approaches for dealing with some behaviour management issues. Some consequences or sanctions imposed are overly excessive and do not ensure that young people's dignity is protected. Additionally, young people do not have their comments consistently recorded in sanction logs. This limits management oversight of the impact of the sanction.

Staff support young people to access various medical professionals to meet their holistic health needs. The arrangements in place for the management of medication are safe and effective. As a result, young people's physical, emotional and psychological health needs are promoted in a positive way.

Staff are proactive in supporting young people to access on-site educational opportunities. All young people attend educational provision and post 16 placements.

Staff support young people to engage in meaningful activities. Young people participate in a range of activities. 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.

The children's home is a large historic building. Continual maintenance work endeavours to ensure an environment that is well presented. Despite this in some areas, damp is very prevalent. This can be detected in some areas of the home with signs of rotting woodwork, damp walls and with the musty smell in the atmosphere. This detracts from providing a healthy and homely environment. A requirement has been set to address this issue.

Keeping children and young people safe inadequate

Young people say they generally feel safe. They say there are currently no issues of bullying in the home and they feel confident staff would deal with any that arise. They are able to identify adults they can talk to if they have any concerns.

The Registered Manager has well-established links with the local safeguarding teams and Local Authority Designated officer. Managers work proactively with safeguarding agencies to ensure the protection of vulnerable young people. Cohesive multi-agency work provides effective protection to young people from potential or actual harm.

There have been no incidents of young people missing from the home. Young people benefit from high levels of staff supervision and support. This ensures they are continually monitored, which prevents young people from leaving the home without permission. 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 implement them when necessary.

Physical intervention is used as one method of behaviour management within this home. Staff are suitably trained to undertake any physical intervention. However, the recording of such incidents is not in line with the legislative framework, with some records failing to record young people's views and the effectiveness of the intervention. This limits the ability of young people to comment on their care and restricts managers from effectively monitoring the use of such physical interventions.

The environment is not physically safe in all areas of the home and in some cases fails to take account of the needs and behaviours of some young people. At the time of the inspection, one young person's bedroom, bedroom door and doorframe were significantly damaged. For example the door could not close, the doorframe hung loose, fire strips hung loose off the door, the fire door closure was removed, damaged walls were covered in wooden board and the interior light switch in this bedroom did not work. This damage meant the young person was at potential risk of significant harm; through inadequate protection in the event of a fire, trip or fall in the dark and risk of injury from sharp unrepaired wood. Records show this situation persisted for several months, with the young person continually damaging the door.

However, the records fail to illustrate how long the young person remained in the room whilst the room remained unsafe. The Registered Manager could not account for how long the young person remained in the room whilst the room remained in this condition. The condition of this bedroom has meant that a young person has been at potential risk of significant harm.

Leadership and management

inadequate

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 manager has addressed the recommendation raised at the last inspection. Maintenance issues identified at the last inspection have been fully addressed and renovation work completed in one of the communal areas in a house. This means the young people who live in this house now benefit from a more comfortable and attractive dining and kitchen area.

The home implements a range of processes to support continual improvement. Development planning enables managers to track progress towards identified goals. Effective development planning has driven improvements in staff development and promoting outcomes for young people.

External quality assurance processes identify weaknesses, promote improvement and guide development. Young people and stakeholders routinely feedback their views on the care provided and outcomes. Consequently, care delivery is shaped through consultation from key individuals.

Internal quality assurance processes have not been effective in identifying shortfalls and poor practice in the home. Internal monitoring has failed to ensure that all parts of the home are well maintained. Issues which affect the health, safety and privacy of young people have not been addressed in a consistent and timely manner. This has potentially placed young people at risk of harm and has limited the quality of care.

The Registered Manager leads a staff team who are well qualified and have a wide range of skills, which are utilised in daily practice. Staff receive good levels of training and benefit from regular, supportive supervision. As a result, young people benefit from a skilled and well-supervised staff team.

The Registered Manager has systems in place to notify relevant agencies, including Ofsted, of significant events to ensure the protection of young people by multi-agency decision-making.

Records are stored securely, however they are not consistently organised and fail to provide an accurate picture of care provision.

The home demonstrates a strong capacity for continuing improvement based on leaders and managers understanding the strengths and weaknesses of the homes, as well as the current shortfalls with a commitment to rectifying identified issues without delay.

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.