

Inspection report for children's home

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Inspector	Pamela Nuckley
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Provision subtype	Children's home

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Service information

Brief description of the service

The home, which is privately run, provides care and accommodation for one young person with emotional and behavioural difficulties.

The inspection judgements and what they mean

Good progress	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.
Satisfactory progress	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.
Inadequate progress	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.

Progress

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

At the previous full inspection, in July 2012, the overall effectiveness of the service was adequate. Two requirements and seven recommendations were set to address shortfalls within the service. Good progress has been made in addressing the requirements and most of the recommendations have been met. However, one requirement and two recommendations have been raised from this visit.

A requirement to ensure that missing from care risk assessments are individual to a young person's needs and that they are reviewed regularly has been addressed. Risk assessments are in place. They show the individual risk factors of each individual, the existing measures, reduction and the actions for staff to follow. They are reviewed after each episode of missing from care. Therefore, staff have guidance and relevant information about specific individuals to keep them safe.

A requirement to ensure that visits by the registered provider take place at least once a month has been addressed. Regulation 33 visitors are making regular monthly, unannounced visits. This enables the home to monitor the quality of care

given to young people on a regular basis. The manager forwards copies of these as well as copies of the regulation 34 monitoring report to Ofsted. This means Ofsted have good oversight of the home between inspection visits.

A recommendation to ensure that telephone enquiries are made as well as obtaining written references on all people working in the children's home has been met. The manager ensures that all references are confirmed by telephone before any offer of employment is given to new staff. Records show who checked the reference, date and individual spoken to. The record also shows any information given verbally. As a consequence, young people are safeguarded from unsuitable adults as far as possible.

A recommendation to ensure that there is a whistle-blowing policy made known to all staff and volunteers has been met. The whistle blowing policy is available within the home and easily accessible. Staff demonstrated that they fully understood this policy, their responsibilities and how it would be used in practice. Staff were confident that any concerns that they might have would be addressed by the company. This ensures that young people's safety, rights and welfare at the home are safeguarded.

A recommendation to ensure that new staff undertake the Children's Workforce Development Council's induction standards (CWDC), commencing within seven working days of starting their employment and being completed within six months has been met. All new staff are enrolled on the CWDC before the start of their employment. In their induction period they meet with the training provider where timescales for completion are agreed and any training needs are identified. Further to this, the home has developed new personal development plans which look at the children's home's national minimum standards, so new and long standing staff understand the principles which underpin the standards. In addition, the supervision record has been updated to give staff opportunities to reflect on their practice. This ensures staff are equipped with the skills required to meet the needs of the young people and the purpose of the setting.

A recommendation to ensure that children's health is promoted by obtaining consent for medical treatment has been met. The medical consent section on the young person's local authority placement plans has been signed. As a result, young people will be able to receive emergency treatment timely and as required.

A recommendation was raised in relation to staff having appropriate training, supervision and support if they are required to supervise and facilitate contact. All staff have received family contact training. Therefore, staff are aware of their roles and responsibilities in ensuring that contact is a positive experience for young people and that it can be facilitated safely. In addition, good clear risk assessments inform staff of what actions to take in the event of any eventuality.

A recommendation to ensure that the home obtains a copy of the young person's personal education plan has not been addressed. The home has the young person's original personal education plan in place. However, this is over a year out of date. This is further compounded by the homes own personal education plan which refers

to a prior alternative education provision rather than the one they have been attending for some time. Therefore, staff are not fully aware of the young people's attainment levels and targets, progress or areas for development. This may impact on the support required at the home to help young people achieve their education targets. This recommendation has been repeated.

A recommendation to ensure that there is an emergency escape plan that all staff and children are familiar with and have practised so they know what to do in an emergency has been partially met. The record shows that there is an emergency escape plan in place and that evacuations are practiced regularly. However, the record states 'staff' and does not identify individual names. Therefore, it is not clear that all staff have completed an emergency evacuation. As a consequence, staff may not be able to help young people exit the building safely in an emergency. This has been raised to a requirement.

The home has a complaints system in place. The actions taken, the outcome and agreed resolution are clearly recorded. Complainants receive a letter of the outcome of their complaint. Young people said that they had used the complaints system and were happy with the outcome of their complaint. However, the young person's complaint leaflet is not child friendly. This does not ensure that young people have the opportunity to raise concerns or complaints easily.

Young people say that they enjoy living at this home and describe the home as safe, friendly and homely. They say that staff are approachable, listen to them and are concerned about their welfare. They say they are included in all aspects of their care. Therefore, young people say that their views, wishes and feelings are actively sought and that they influence the running of the home. One young person attends an alternative educational provision. He has been instrumental in planning, directing and acting in a recent play. The proceeds of this play went to a charity. He is currently producing a second play which he also hopes to raise funds for another charity. This shows that young people are involved in the community, following their ambitions and helping disadvantaged people.

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
32 (2001)	ensure, by means of fire drills and practises at suitable intervals, that the persons working at the home are aware of the procedure to be followed in case of fire. (Regulation 32 (1) (e))	29/03/2013

Recommendations

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

- ensure that the home obtains a copy of the young person's personal education plan (Volume 5, statutory guidance, paragraph 2.118)
- ensure that children can take up issues in the most appropriate way. This is specifically in relation to the young people's complaint leaflet being in a child friendly format. (NMS 1.6)

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*.