

Inspection report for children's home

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Inspection date	04/03/2014
Inspector	Sophie Wood
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	17/10/2013
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Service information

Brief description of the service

This children's home is privately run. It is registered to accommodate and provide care for up to 8 young people with emotional and/or 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 October 2013, the home was judged good for overall effectiveness.

One requirement was made with regards to the home's quality assurance processes; specifically, external monitoring visits. Five recommendations were also made. These related to placement plans, daily care records, physical restraint records, the accommodation and the making of placements.

Prior to this inspection, the provider alerted Ofsted to a complaint made against the organisation. The provider is continuing to liaise appropriately and openly with Ofsted while the investigation continues. At the current stage, there is no negative impact upon the quality of the care provided within the home. The young peoples' safety and welfare is not compromised.

The Registered Manager is placing a strong focus upon supporting new staff members to settle into their respective posts including a deputy manager and team leader. Interviews for additional support workers are on-going. The organisation's

recent creation of a health and well-being team, made up of qualified psychiatric nurses is also becoming embedded. The aim is to strengthen the provision and quality of the mental and emotional health support available to young people. Young people enjoy stable relationships with the established core staff team. This factor is helping them to adjust to a number of new staff.

Positive steps have been taken to address the outcome of the external monitoring process as reports lacked sufficient evaluation. In anticipation of regulatory changes coming into effect, a new independent visitor has been commissioned. This position commenced in December 2013. Subsequent reports contain a more evaluative commentary, therefore giving a better description of the quality of the service provided. However, it is too early to judge the full impact of this improvement.

The recommendation to improve upon the personal identity sections of care plans has been addressed and is evolving. Care plan sections contain detailed descriptions of young peoples' needs in respect of their personal identities. This results in the delivery of highly individualised daily care delivery. The team recognises the different needs of each young person. The input and support they receive accurately reflects this. Sometimes this approach raises issues of fairness and favouritism from individual young people. The team appropriately provides an educative approach in explaining to young people that they are all unique and therefore require different types of care. Young people are continually learning to understand and appreciate the differing needs of others. The quality of daily care records have also improved and demonstrate a clearer picture of the journey and progress of each young person. This information is effectively shared at team meetings and allows for care and support guidance to be appropriately updated when necessary. The evolving and changing needs of young people are quickly recognised and swiftly addressed.

The recommendation to improve the analysis of the use of any physical restraint measure has been rigorously implemented. To this end, the actual recording log has been revised and updated. All sections are explicitly clear. Staff complete this record diligently and the Registered Manager provides comprehensive monitoring. This log is now complemented by a behavioural analysis record, completed on each occasion. The emergence of any pattern, trend or other concern is much more quickly recognised and therefore, managed. The continuing safety and well-being of young people has improved in this regard.

The home's planned programme of refurbishment and redecoration is continuing. At this visit, the staff office was being updated. This is the smallest room in the house; demonstrative of the home's drive to prevent the administrative needs from impacting upon the otherwise homely feel. The upstairs games room has now been tidied. Young people enjoy a range of communal areas within their spacious home. They do not have to rely upon their own bedrooms for quiet, personal time. They can also engage with their peers using a range of resources within the games rooms and lounge if they choose.

A recommendation was made that the Registered Manager is included in staffing and placement decisions affecting the home. Improvements to the staff recruitment

procedure ensures that the Registered Manager's understanding of the home's needs is now integral to this process. New staff are joining the home based upon their perceived ability to bring the skills and qualities specifically prioritised by the Registered Manager. The broader skills and knowledge base of the whole team is being strengthened. This stands to have a positive impact upon the quality of the care provided for the young people. However, the latter part of this recommendation has not been sufficiently addressed. An example of poor admission practice indicates that the referral procedure was not followed on one occasion. This example was further exacerbated by insufficient and inaccurate information provided by the placing authority. This resulted in a traumatic move out of the home and a poor transition experience for the young person, which is unacceptable. The safety and emotional welfare needs of this young person were let down by both agencies. The provider accepts the shortfalls identified and has given assurances that the Registered Manager views will be integral in the referral and admission process and that young people will receive appropriate support to enter and leave the home.

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
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 accommodated there. This is specific to the home's implementation of its referral and admission procedures. (Regulation 11 (1)(a))	11/04/2014

Recommendations

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

- ensure where children are leaving the home, they are helped to understand the reasons why they are leaving. Children are supported during the transition to their new placement. (NMS 11.8)

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*.