

## Inspection report for children's home

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| <b>Unique reference number</b> | SC023646        |
| <b>Inspection date</b>         | 19/03/2012      |
| <b>Inspector</b>               | Sophie Wood     |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

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| <b>Date of last inspection</b> | 09/01/2012 |
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## 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 (March 2011)*.

### The inspection judgements and what they mean

|                              |                                                                                                                                                                                                                                                                      |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Good progress</b>         | 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. |
| <b>Satisfactory progress</b> | 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.                                  |
| <b>Inadequate progress</b>   | 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.                            |

## 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 aged between 11 and 17 years.

### Progress

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

The overall effectiveness of this service was judged good at the last full inspection in January 2012. Three requirements were made as a result of that visit and these were concerned with the Statement of Purpose, the recording of the use of physical interventions and Regulation 33 monitoring. The three recommendations included the need to hold up-to-date health consent records, improvements to the overall quality of the decoration and maintenance of the premises and the need to demonstrate consistent safe recruitment practice. The home has made good progress in all of these areas.

Since its last inspection, the home has been purchased by an existing children's homes provider. The staff team is welcoming of this change. They are energised and embracing of the new systems and processes which are underway. The impact of a happy and productive home is hugely beneficial for the young people. They are comfortable and relaxed, and appreciative of the changes.

The Statement of Purpose effectively describes the actual services offered by the home. Additional amendments are still being made and this is reflective of the new organisation's practice, in that registered managers play a key role in the writing and ownership of such an important document. Placing authorities are assured that the information contained is accurate, up to date and reflects a true record of the actual services offered. Young people stand to be placed within a service which can meet their needs.

The home maintains its own bound written log book to record any incidents necessitating the use of physical restraint. Such incidents are rare because staff know the young people well and deploy appropriate de-escalation strategies. The manager is fully aware that the current format does not meet with the revised children's homes regulations and ensures she adds the required details whilst a new document is being devised. Young people and staff are being protected through the accurate completion of necessary records. Although written behaviour management plans lack some details, good use is made of regular staff meetings. Plans and strategies relating to behaviour management are thoroughly explored by the staff team and this results in consistent practice. A new written format for individual behaviour management plans is currently being devised. The number and nature of incidents of challenging behaviours are seen to be reducing. This has been occurring

for some time and is largely due to consistent, reflective practice.

New systems with regards to the service's Regulation 33 monitoring processes are underway. Recent visits have been more focused upon examining the quality of the provision and this includes good levels of consultation with the young people. Reports offer a clear critical analysis which the manager shares with the staff team. An immediate positive impact is occurring in terms of driving improvements concerned with the overall quality of the care provided. Examples include the decoration of the home and a full review of the training needs of the staff team.

All health records are being maintained and include written consent for treatment. One omission from the previous inspection has been successfully addressed. Young people receive clear and appropriate guidance on maintaining good health. Where they may make unsafe choices, staff continue to adopt a consistent approach of encouragement in an educative style. Individual key working sessions are effectively used for this purpose.

Young people benefit from living in a safe physical environment. Historically, staff members engaged in decoration and maintenance issues in their efforts to provide young people with a comfortable and homely environment. New systems include a clear and effective maintenance programme. The staff team is particularly positive about this development. Suitably-qualified maintenance personnel are completing the required tasks and the home is already looking fresher and in better decorative order.

The organisation's recruitment practice serves to protect the young people. The manager is to be included in all staffing appointments relating to this particular home. The practice of checking the identity of visitors has improved. This includes anyone contracted for maintenance works. Young people are suitably protected because of the strict supervision and monitoring of visitors.

The home is experiencing a significant period of transition. The manager is acutely aware of the potential for this to lead to anxieties within the staff group and the young people. Senior managers within the organisation are providing structured support and consultation to all parties during this time. The impact for young people is positive. There is an excitement displayed by staff and young people which is welcoming the changes already made and those which are planned for the immediate and longer term future of the home.