

Children's homes – Interim inspection

Inspection date	27/03/2017
Unique reference number	SC025395
Type of inspection	Interim
Provision subtype	Children's home
Registered provider	Nugent Care
Registered provider address	99 Edge Lane, Edge Hill, Liverpool, L7 2PE

Responsible individual	Anne-Marie Carney
Registered manager	Benedicte McKeown
Inspector	Sarah Oldham

Inspection date	27/03/2017
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged good at the full inspection. At this interim inspection, Ofsted judges that it has improved effectiveness. Since the last inspection, four young people have left the home and three young people have been admitted. At the time of the full inspection, some young people were presenting behaviours which were increasing risks to themselves and others. These included going missing from home, causing damage to the property and some bullying. The inspectors also identified that the management of medication was not robust. Following the inspection, the registered manager has instigated a number of changes to address the requirements and recommendations to improve outcomes for young people. The organisation now employs a full-time central placements manager who receives requests from social workers. An initial matching assessment and discussion with the registered manager is held before any potential placements are progressed. Additionally, the manager requests information from social workers in a timely manner, about the needs of the young people. Impact assessments to identify appropriate matching with people living at the home are also completed. However, this document requires further development for it to reflect clearly the consideration given to the potential impact on the other young people currently living at the home. Care planning and recording have improved. The home uses the central organisation's information technology system. This has a specific care programme, and was introduced in October of last year. Staff have received training and support to use this. Care plans developed by the home reflect young people's individual needs, any known and potential risks and the support provided to meet these. Regular reviewing and updating of these plans ensures there is a clear focus on individual progress and outcomes. Staff involve young people in their care planning, enabling them to have an active voice in their day-to-day and longer term plans. The manager acknowledged the home had experienced a difficult time last year with managing some challenging behaviours of young people. Further training has been undertaken by staff to provide them with additional knowledge and skills to help to diffuse and address situations before they escalate. Training has been updated in relation to listening skills and attachment, which contributes to staff understanding some of the difficulties young people experience because of their	

previous experiences. Further training has been identified in relation to autistic spectrum disorder, Asperger syndrome and mental health. However, a date for this has yet to be finalised. The operations director and the manager have discussed with staff what additional training they feel would help them in their role, in addition to their mandatory courses. At the time of this inspection, a training and development plan was being developed to incorporate additional bespoke training to provide staff with further knowledge and skills.

The previous increase in young people going missing from home has reduced since two young people moved on to alternative accommodation. However, the manager and staff have not been complacent about the potential for this to happen. Missing-from-home risk assessments are in place for all young people, along with the procedure to follow in the event of this occurring. The manager has developed an emergency information sheet for each young person, containing relevant contact numbers, healthcare needs and a photograph. This information is provided to police should a young person be reported missing. Staff endeavour to contact young people and search local and known areas where they may be, and make every attempt to locate them to ensure their safety. Upon their return to the home, young people are able to speak to staff, who make sure they are safe. In addition, arrangements are in place for an independent person to visit them to discuss any reasons for their absence. These procedures help young people to know the staff care about their safety and well-being and give them an opportunity to raise any concerns with a person independent of the home.

The management of young people's medication has been reviewed. Additional measures implemented for storing, managing, administering and recording medication are in place. This includes medication classified as controlled medication. Staff responsible for medication have received training and demonstrate competence in completing this task. The deputy manager for the home takes the lead for medication and monitors storage and records on a weekly basis. These measures are in line with the Royal Pharmaceutical Society's guidance, 'Handling medication in social care settings.'

Regular maintenance to the home is undertaken to make sure the young people live in a safe, welcoming and homely environment. At the last inspection, there had been some damage to equipment and there were toys which had not been cleared away. The manager and deputy undertake regular checks around the building to review the cleanliness and to ensure there are no repairs outstanding. Staff take ownership of keeping the home tidy, which allows them to act as positive role models for young people and report any maintenance requirements so that they can be addressed as soon as possible. All cleaning fluid supplies are stored securely and where any powders are used in relation to the control of ants or insects around the home or grounds, they do not contain chemicals which are harmful to children. The head of maintenance has undertaken a full tour of the home to assess and action immediate maintenance issues and plan for longer term potential repairs and redecoration. Young people spoken with at the time of the inspection say they feel the home is a comfortable and nice place to live. Two

young people showed the inspector their rooms, which they had personalised to reflect their own individual likes and interests. All young people say that they feel supported by staff and they were observed to have good relationships with each other. All of the five young people spoken with said that the staff treat them fairly and with respect. They feel the rules of the home are fair. They say sometimes they get upset or angry, but when this happens, staff spend time with them helping them to understand how to manage their feelings. There were no concerns about bullying. Young people felt confident about being able to speak with staff who would take action to stop this.

Two requirements have been made at this inspection. These are in relation to ensuring that impact assessments undertaken when placing young people are more robust and the continuation of planned training for staff in relation to mental health and autism awareness.

Information about this children's home

A charitable organisation operates the home over two houses that are in close proximity to each other. Care is provided for up to 19 children and young people. One house specialises in caring for children and young people who have emotional and behavioural difficulties, and provides care and accommodation to young mothers and their babies. The other house cares for children and young people who have learning disabilities and autistic spectrum disorder.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/08/2016	Full	Good
24/02/2016	Interim	Improved effectiveness
20/10/2015	Full	Good
30/03/2015	Interim	Improved effectiveness

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions which must be taken so that the registered person(s) meet(s) the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
12: The protection of children standard In order to meet the care planning standard the registered person must ensure— that children are admitted to the home only if their needs are within the range of needs of children for whom it is intended. (Regulation 14 (2)(a)) This is specifically in relation to having a robust impact risk assessment in place.	30/07/2017
The registered person must ensure that all employees undertake appropriate continuing professional development. (Regulation 33(4)(a)) This is specifically in relation to updated training on the mental health needs of young people who have ADHD and autistic spectrum disorder	30/07/2017

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the 'Inspection of children's homes: framework for inspection'.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference that adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This 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 Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.

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