

Inspection report for children's home

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Inspector	Seka Graovac
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	18/07/2013
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Service information

Brief description of the service

This is a privately owned home. The company has two other children's homes registered with Ofsted and some other services that focus on promoting young people's independence. This home is registered to provide care and accommodation for up to three young people 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 full inspection that was carried out on 18 July 2013, the overall effectiveness of the service was judged to be good. All aspects of the service that were assessed, such as the outcomes for young people, quality of care, safeguarding and leadership and management of the home were judged to be good.

However, two requirements and two recommendations were made identifying behaviour management, key-working and record keeping as areas for improvement. Leaders and managers have taken the requirements and recommendations seriously. They have appropriately involved staff and young people to improve the service and achieve better outcomes.

The behaviour of the majority of the young people has improved. They engage positively with the staff at the home and other people in the community. Depending on their ages, they attend their schools and colleges regularly and are successfully becoming more independent. Some young people work part-time while continuing to

study. One young person has successfully moved onto semi-independent accommodation.

There have been no incidents of young people going missing. They are infrequently absent without authority. Those situations are well managed in ways that promote the young people's safety and support them in making the right choices.

Since the last inspection, there has been one incident when the staff on duty were not fully effective at safely managing the young person's behaviour and had to resort to calling the police. There have been no incidents in which staff physically intervened. However, in line with the requirement made, the manager has reviewed and amended the form used for logging these interventions. Staff have been made aware that they must ascertain and record details of any injury and medical treatment administered or record that no injury was sustained during the incident that involved a physical intervention. More comprehensive recording in relation to physical interventions protect young people and staff better.

Staff have used sanctions only on two occasions. The young people paid reasonable sums of money by way of reparation for the damage they caused. They were consulted about this and agreed to pay in ways that suited them best, i.e. in instalments. The sanctions were effective, as the young people stopped causing damage to the equipment in the home.

The other requirement related to improving the behaviour management plans and particularly, how well they encompass the risk management strategies. Leaders and managers have focused on making the risk assessment process more robust, as the main area of development in the recent months. They have introduced a new risk assessment format that aims to facilitate easier identification of risky behaviours, on-going monitoring and review. However, only a limited improvement has been achieved. Although the practice and the records relating to the management of behaviour that poses risks to the young person and other people have improved, they still lack clarity and thoroughness and are not always kept up to date.

In addition to written risk assessments, the other records on the young people's files demonstrate that the home is taking robust actions and working closely with other professionals to help young people to develop safer and less harmful behaviours. Comprehensive protective strategies that include regular key-working sessions that focus on safer behaviours, appropriate levels of supervision and multi-disciplinary support are in place to minimise the risks and any harmful outcomes relating to those risks. The risks are well managed but have not reduced for all young people, as yet.

Better monitoring and increased quality assurance processes have ensured that the quality of record-keeping overall has improved.

Areas for improvement

Recommendations

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

- continue to improve the risk management process and associated records in order to more effectively guide the promotion of young people's welfare, specially when they continue to pose risks to others and themselves. (NMS 4)

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*.