

## Inspection report for children's home

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| <b>Unique reference number</b> | SC028598           |
| <b>Inspection date</b>         | 28/01/2013         |
| <b>Inspector</b>               | Tola Akinde-Hummel |
| <b>Type of inspection</b>      | Interim            |
| <b>Provision subtype</b>       | Children's home    |

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|--------------------------------|------------|
| <b>Date of last inspection</b> | 18/10/2012 |
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## Service information

### Brief description of the service

This home is privately operated and provides long-term residential placements to four young women. The home extends its services to now offer care and support to expectant and young mothers. Young women are able to reside at the home with their babies. The service offers an outreach support service to young people who have moved on to independent accommodation.

### 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.                            |

## Progress

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

The home had a full Ofsted inspection in October 2012. The overall effectiveness of the service was judged as good. The home was asked to address one requirement and three recommendations. These relate to the inappropriate use of financial sanctions, the lack of residents' meetings, telephone verification of references and the opportunity for young people to read their files. The requirement and majority of recommendations have been met.

Young people have not received financial penalties since the previous inspection. Any misdemeanours now result in the loss of an activity or other sanction that relates to the problem, such as a short ban on visitors for anti-social behaviour. There has been little success in facilitating residents' meetings. Two have been held since the previous inspection and the records of only one were available. The young people give the impression that they would welcome these more regularly and want

these planned in advance. This has not been the practice to date as this approach has been tried in the past and young people have not engaged in the process. The home recently relied on taking the opportunity to have impromptu meetings when all the young people are at home.

The home has not employed any new staff since the previous inspection but is aware of the need to ensure references are verified by telephone.

Young people are now encouraged to read information that is written about them. Young people have not made written comments or signed what they have read, although discussions with young people confirm they know the content of reports about them prepared by the home.

There have been some changes to the group of young people who were present at the previous inspection. Presently, there is a feeling of dissatisfaction amongst some young people in the home. The young people are not entirely happy with the variety of food on offer and believe there is too much frozen food. Staff state that what is available is what has been chosen by young people. This is difficult to confirm due to the lack of records. Food in the freezer is mainly of the fast food variety including treats such as ice cream. The main fridge has a range of fresh, cooked and processed food available. However food cooked earlier was insufficiently sealed and items in the fridge are not labelled after opening.

Young people are also unhappy when their rooms are searched and how the decision is made to search their rooms at any given time. Young people acknowledged that there have been issues around smoking in their rooms and attempting to sneak visitors into the house. The home sent a formal letter to young people reminding them of the house rules in relation to drugs and alcohol and that police will be called if they are found in possession of illegal substances. This has resulted in young people feeling that their privacy is not being respected. Staff are taking a firmer stance on reducing anti-social behaviour and minimising risks to health and safety and this is not popular with the young people.

Staff have been slow in responding to some specific needs of one young person living in the home. Although the young person has received a wealth of advice and some practical assistance, there has been a lack of initiative and consistent action to support this young person. This has been largely due to the role of other professionals involved in their care. Staff recognise that they could be more proactive and ensure those in the network are also appropriately addressing the needs identified.

Young people state they generally like the staff and have a good rapport with them. The home has sufficient numbers of male and female staff employed, however two staff do not have up-to-date first aid training. This could have an impact on the support available to young people, particularly when on one-to-one trips.

Staff continue to support young people who have left the provision and have moved into independent accommodation. This on-going support assists young people to

settle into new routines and manage their daily responsibilities.

There have been a small number of incidents in the home; one of which resulted in the police being called. The record of this event has been made but was not forwarded Ofsted as required.

Monitoring visits on behalf of the provider are conducted monthly with reports sent promptly to Ofsted. These describe how the service is operating. Reports of monitoring by the Registered Manager have not yet been completed to review the quality of care.

## 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<br>(2001) | make proper provision for the care, education, supervision and where appropriate treatment of children accommodated there (with specific reference to one young person) (Regulation 11 (1)(b))                  | 28/02/2013 |
| 20<br>(2001) | ensure that at all times at least one person on duty at the children's home has a suitable first aid qualification (Regulation 20 (2) (e ))                                                                     | 28/02/2013 |
| 30<br>(2001) | ensure that if any events listed in column 1 of the table of schedule 5 takes place, the registered person shall without delay notify the persons indicated respect of column 2 of the table (Regulation 30(1)) | 28/02/2013 |
| 34<br>(2001) | supply a report to Ofsted in respect of any review conducted by the registered person in relation to the quality of care and matters set out in schedule 6 (Regulation 34(2))                                   | 31/03/2013 |

### Recommendations

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

- ensure children's views and wishes and feelings are acted upon, in the day to day running of the home and important decisions or changes in the child's life unless this is contrary to their interests. (NMS 1.1)

## 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*.