

Inspection report for children's home

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Inspection date	08/01/2014
Inspector	Thomas Webber
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	29/05/2013
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Service information

Brief description of the service

This children's home is one of two run by a limited company. It is registered to provide care and accommodation for up to a maximum of four young people, who may have 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 **good progress**.

The overall rating for this home was judged as adequate at the last full inspection in May 2013. Four recommendations for improvement were made as a result of that inspection. Two related to establishing more robust records in relation to incidents of restraint and where young people go missing. The other two recommendations related to ensuring that young peoples' views, wishes and feelings are acted upon in the day-to-day running of the home and that they are supported to regularly attend their respective school or college.

Since the last inspection, significant changes have occurred at the home. The manager resigned and a new manager has been appointed and registered with Ofsted. There has also been a complete change to the young people accommodated.

The home is fully staffed and as a result excellent staffing levels are maintained throughout the day and night to meet the individual and collective needs of young people. A female member of staff is always on duty to reflect the gender requirements of young people accommodated. Young people are cared for by a staff team where the majority of them are appropriately trained, having achieved the

equivalent of the level 3 Children and Young People's Workforce Diploma qualification. Staff spoke positively about the training opportunities they receive. Regular specialist intervention is also provided to both young people and staff. This has increased staff awareness and understanding and has contributed to meeting the specific needs of young people.

Staff spoke enthusiastically about the level of support they now receive from the manager and specialist psychological team. They feel the appointment of the new manager has been a breath of fresh air and they are now consulted about all matters relating to the home. As a result, staff morale has significantly improved, and staff now report they enjoy working at the home. They feel that they are working well as a team which contributes to the continuity and consistency of care that young people receive.

The new manager has taken action to address the recommendations made at the last inspection. Young people are provided with a range of opportunities to discuss the day to day running of the home. This now includes a clear audit trail in the minutes to show the action taken to accommodate any suggestions made by young people.

There have been no restraints since the last inspection. The manager is fully aware of the previous recommendation with regard to the recording of restraints and has put procedures in place to ensure that if and when restraint is used, the records will fully reflect the views of young people.

Since the last inspection there have been four incidents of young people going missing which relate to one particular young person. All incidents are now consistently recorded in the latest format. However, the debrief section of the report is not always completed and it does not record what agreed action with the placing authority will be taken to prevent future incidents.

There have been no complaints raised by young people since the last inspection. Young people are fully aware of how to complain and commented that they feel comfortable in discussing any worries or concerns with staff. Three complaints have been received from placing authorities and one from a member of the public. Records show that all complaints are promptly addressed and satisfactorily resolved.

Young people spoken to during the inspection spoke extremely positively about the care and support they receive. They feel well cared for by staff and are supported by them to attend a range of activities. As a result of living at the home they have grown in confidence. Excellent relationships exist between staff and young people.

Young people are actively supported to attend their respective educational establishments; both main stream school and college. The close contact between the home and school ensure that school attendance and progress is maximised given the circumstances of young people. As a result extremely positive progress has been made in this area.

The young people now living at the home are making very good progress in all aspects of their lives and as a result are thriving. The change of manager has had a positive impact on the management of the home which is reflected in the attitudes of both the staff and young people.

Areas for improvement

Recommendations

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

- ensure that the home considers with the responsible authority what action should be taken to prevent the child going missing in the future. Any concerns arising about the placement are discussed, as far as possible, in conjunction with the responsible authority (NMS 5.9)
- ensure that the written records kept by the home when a child goes missing consistently detail any reasons given by the child for running away from the home and any action taken in the light of those reasons. (NMS 5.10)

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*.