

## Inspection report for children's home

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| <b>Unique reference number</b> | SC030439        |
| <b>Inspection date</b>         | 24/01/2012      |
| <b>Inspector</b>               | Paula Lahey     |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

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|--------------------------------|------------|
| <b>Date of last inspection</b> | 17/08/2011 |
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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 local authority children's home is registered to provide both permanent residency and short-stay breaks for up to eight children and young people who have complex learning disabilities and associated communication and behavioural needs.

### Progress

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

At the last full inspection in August 2011 the home was judged as good overall with outstanding outcomes for young people. Since then the home has made good progress to improve the quality of care and effectively support young people to achieve and develop across all outcome areas. In addition, the home has suitably addressed the one requirement and three out of four recommendations raised previously, successfully progressed internal developments and maintained a good track record in using previous inspection comments as a learning experience.

Restraint records have been amended and now contain clear information about de-escalation and preventative options utilised. Records demonstrate that restraint has continued to be used infrequently and only as a last response in order to ensure young people's safety. New behaviour support plans have been devised and trialled. This has helped staff to identify a vast number of proactive strategies resulting in a consistent approach to managing complex behaviour and a notable reduction in incidents and interventions. Senior staff have identified theoretical behaviour training and there is a programme in place to deliver this to all staff over the coming months. Staff who have recently completed this training report enhanced understanding of the functions of behaviour.

A comprehensive medication administration training and competency assessment programme has been devised and completed by the large majority of staff. There is a robust system in place to complete this on a regular planned basis. This has ensured that all staff who are responsible for medication have completed up-to-date safe administration training and have been deemed competent. This appropriately safeguards young people.

The home has carefully considered how to seek views and meaningful consultation with young people to enable them to be involved in care planning. Individual strategies and options have been identified in order to meet each young person's preferred method of communication and cognitive ability. The development of, and use of photographs and symbols, has enabled some young people to take a more active role in helping to devise menus and make daily choices at mealtimes. Group key work meetings are being used to reflect on observations of young people's non-verbal communication and identify ways in which they may be making informed

choices. A recent example of this was a young person being included on a community outing after they were observed to pick up their shoes and hand them to the member of staff responsible for the trip. Some young people are able to contribute to the redecoration and refurbishment of the home. One young person spoke proudly of recently choosing a new bedroom, deciding on the colours for it to be decorated in and the purchase of new furniture. Other young people have been supported to identify their own targets and rewards for successfully achieving them.

The previous recommendation relating to producing a written development plan for the home has not been addressed and therefore, has been reinstated. Despite this, the home has successfully identified and addressed ways to improve the quality of care. This has included a review of behaviour and support plan documents, trial of new admission paperwork to improve consultation and gathering of relevant information for new placements, and an audit of health and safety systems to ensure practice meets current legislation.

Regulation 33 visits continue to assess the home's function against the Statement of Purpose, evaluate documents and records, monitor Schedule 6 requirements and interview staff. However, reports do not demonstrate a consistent and planned approach to seeking the direct views of young people and their families in order for them to formally reflect on the quality of service received.

The Registered Manager meets regularly with peers and senior leadership team to discuss strategic issues and developments. However, opportunities for him to receive formal one-to-one supervision and appraisal are not provided consistently in line with the organisation's policy.

Young people continue to enjoy living in and visiting this home. All young people have made good progress across the outcome areas since the last inspection with some young people making significant progress. There are notable improvements in young people's behaviour, reduction in anxiety, improved sleep patterns, improved communication, improved involvement and participation in daily life skills and in one case renewed enthusiasm and commitment at school. Since the last inspection, staff have made a concerted effort to improve how they evidence outcomes and progression of young people. Photographs are being used to document young people's involvement in activities and development of life skills and to enhance statutory reviews. In addition, some staff have effectively identified and documented individual aims and targets to support young people's progression. In these cases young people's files contain good quality records demonstrating improved observation and monitoring and support evidence-based reports.

## **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.

| <b>Reg.</b>  | <b>Requirement</b>                                                                                                                                                                                                                                                                                              | <b>Due date</b> |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 27<br>(2001) | ensure that all staff receive supervision and appraisal; this relates specifically to the Registered Manager (Regulation 27 (4)(a))                                                                                                                                                                             | 24/02/2012      |
| 33<br>(2001) | ensure that the person carrying out Regulation 33 visits shall interview, with their consent and in private, such of the children accommodated there, their parents, relatives and persons working at the home in order to form an opinion of the standard of care provided in the home. (Regulation 33 (4)(a)) | 01/03/2012      |

## Recommendations

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

- create a written development plan for the home. (NMS 15.2)