

Inspection report for children's home

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Inspection date	21/02/2013
Inspector	Rosemary Dancer
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	03/07/2012
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Service information

Brief description of the service

This home provides short breaks for children and young people who have a learning and/or physical disability, who may require nursing care and are living at home with their family.

The home is jointly funded by a Primary Care Trust and a local authority, and managed by the Children and Young People's Directorate of the local authority. The home is registered to accommodate up to six children and young people, two of whom may be under eight years. Other services offered include day care, after school care and support groups.

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**.

The last inspection of this home was carried out in July 2012 and the home was judged as good in all outcome areas and good overall. As a result of this inspection there were two statutory requirements and four recommendations made to improve practice.

The requirements relate to restraint records and the arrangements for monitoring the home under regulation 34. Both of these requirements have been worked on by the manager but some shortfalls remain. In relation to restraints while there have only been two since the last inspection the recording for one of these does not include enough detail about how the restraint was carried out. In relation to the monitoring

under regulation 34 while the monitoring arrangements are adequate the reports provided to Ofsted are not evaluative and do not show how social workers views are gathered. There has been a new requirement made regarding restraints recording and a recommendation made regarding the information provided to Ofsted in relation to monitoring. Neither of these issues have any impact on the young people because restraints are carried out in line with promoting the safety and well-being of young people and the shortfall is to do with recording. In relation to monitoring the manager monitors and evaluates all required matters; the shortfall relates solely to the information currently provided to Ofsted.

The recommendations related to the procedure for and the record keeping of the disposal of medications; these two issues have been addressed and there is a procedure in place to ensure that medication is disposed of safely. However, this has not yet been incorporated into the medication policy and procedure document and a recommendation has been made regarding this to ensure that there is clarity among all staff. A recommendation was made to review the risk assessment relating to the use of fob keys and keeping some doors locked; a new assessment has been carried out and practice allows children as much freedom as possible, consistent with the need to keep them safe. A further recommendation was made to ensure that children have the contact details for the Children's Rights Director, their independent reviewing officer and the correct details for Ofsted; these details have been added to the guide for children so children, or someone on their behalf, can access someone independent from the home should they have any concerns. The final recommendation was regarding keeping records up to date; this has been achieved and internally there is good attention paid to updating documentation to ensure that young people are cared for in line with their changing needs and circumstances. However, not all of the local authority social workers provide updated information to the home in writing; a recommendation has been made about this to ensure that all staff are clear about the up-to-date plans.

Since the last inspection the home has been exceptionally busy caring for a young person on a longer-term basis. The staff have carried out some exceptionally skilled work in supporting the young person and their family and this had led to a very positive outcome for all concerned. There have been some changes in the arrangements for the maintenance of the building and these tasks have fallen on the Registered Manager to sort out; this has been very time consuming for her. It is positive to note that this has been recognised by the provider and there has been a new post created for someone to carry out this role and some administrative tasks; this post is currently being recruited to. Some staff have left and the resulting vacancies have also impacted adversely on this home; the vacant posts have been recruited to. The impact of these issues has resulted in the manager not being able to focus as much as she would have liked to on the planned developments and some staff supervision that had been cancelled has not been rescheduled. However, despite these limitations there has been good progress in some areas that directly impact on children. These include the introduction of new technology, in conjunction with the school, to carry out direct work with children to help them understand their situation better and to help them learn to manage their behaviour more appropriately; this has been a success for some children. A new broadband

connection has been installed to ensure that when the new computer arrives young people have access to the internet to aid their learning and social skills development.

The home continues to be monitored by a person independent from the home on a monthly basis and most of the relevant records and issues are considered on a regular basis. However, the reports of the visits do not show that the records of restraints and for missing persons are routinely examined and that actions made at one visit are followed up at subsequent visits. This has a limited impact on the children because children do not go missing from this home and the levels of physical intervention are so low.

The home provides a welcoming environment that is stimulating and overall a safe place for children to stay for short breaks. However, not all foodstuffs stored in the fridge are dated when opened, such as tomato ketchup. This makes it difficult to always ensure that food is fresh. This only relates to pre-packed food and not to left-over food which is labelled with a date so there is a limited risk to children from this.

Despite the significant issues that have arisen since the last inspection the home has maintained a good quality of care for young people and outcomes for children remain good. The manager and her staff have also been able to make satisfactory progress in areas relevant to direct working with children despite a number of unforeseen barriers impacting on the development plans.

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
17B (2001)	ensure that, on every occasion, the record made concerning a restraint includes a full description of the measure used and its duration. (The Children's Homes Regulations 2001 17B (3) (c) (4) (a))	08/03/2013

Recommendations

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

- ensure that the procedure for the disposal of refused medication is included in the medication policy and procedure documents (The Children Act Guidance and Regulations 1989 Volume 5 Children's Homes 2.51)

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- ensure avoidable hazards are addressed; with specific reference to ensuring that all foodstuffs are dated on opening (NMS 10.3)
 - ensure staff are provided with regular supervision; this specifically relates to rescheduling sessions that have to be cancelled for valid reasons (NMS 19.4)
 - ensure that the result of all statutory reviews are recorded on the child's file; with specific reference to chasing the local authority for copies of review minutes (NMS 25.8)
 - ensure that during visits made under regulation 33 the records of restraints and for missing persons are evidenced to have been routinely examined and that actions made at one visit are followed up at subsequent visits (The Children Act Guidance and Regulations 1989 Volume 5 Children's Homes 3.12)
 - ensure that the manager provides to HMCI at six-monthly intervals an evaluative report of the service, that includes consideration of the views of social workers, to aid continual improvement. (The Children Act Guidance and Regulations 1989 Volume 5 Children's Homes 3.14)

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*.