

Inspection report for children's home

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Inspection date	04/03/2014
Inspector	Liz Driver
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	21/05/2013
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Service information

Brief description of the service

The home is owned by a private organisation. It is registered to provide care and accommodation for up to a maximum of nine 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 **satisfactory progress**.

At the last full welfare inspection, which was carried out in May 2103, the service was judged as good. Two recommendations were made. The service has made adequate progress since the last inspection.

The first recommendation concerned ensuring that where any sanctions, disciplinary methods or restraint are used, young people are encouraged to have their views recorded in the records kept by the home. The manager has driven this forward and young people now sign records such as sanctions and physical intervention logs. Despite some resistance from young people to comment and write their views the manager continues to focus on this area. The staff are addressing this during key worker sessions.

The second recommendation concerned ensuring that the home contributes to each young person's pathway plan and works collaboratively with the young person's social worker in implementing the plan. All young people of an appropriate age have pathway plans in place that the manager now shares with each placing social worker.

The home works collaboratively with the social workers so they know which areas need to be addressed and by whom. Pathway plans are discussed when individual social workers visit the young people at the home and at placement reviews. Young people do a self assessment of their abilities in all areas identified in the plans that indicates which areas they require extra support to successfully complete. Currently young people's engagement in their pathway plans fluctuates from non-engagement to good.

Areas of improvement and development since the last inspection include the increased regularity of key working sessions that now include more in depth discussion around specific individual incidents. This enables the staff to focus on specific areas with the young people enabling reflection of incidents soon after they occur. Results so far are satisfactory with the manager closely auditing and monitoring.

Improvements to the recording of medication administration has resulted in no errors in relation to the recording of why young people have not received their medication at a specific time on a specific day; such as when they are on home contacts. Safe storage, administration and recording of all medication ensure young people are provided with the correct medication with safe practices of delivery.

Improvements to the recording of young people's daily events has seen the introduction of individual contact books. This provides the staff with quick and easy access to information located in one book rather than part of a larger file of information. Health profiles of each young person have been changed in as much as they are now typed as well as hand written and in many cases easier to read.

The manager has improved the systems for office storage however the organisation's processes for storage of information does not ensure ease of access to records so effective auditing can take place. Records relating to child protection and complaints are not kept in one place, with some stored at the head office, and so do not enable the manager or area manager ease of access, therefore making monitoring less effective.

The accommodation is adequate with redecoration and refurbishment having taken place to some communal rooms and bedrooms, however other areas are still in need of upgrading to provide a good accommodation standard throughout.

There has been a significant decrease in the number of physical interventions taking place due to the good relationship built up between the staff and young people together with clear behaviour management plans that both the staff and young people are fully informed of. For a few young people incidents of criminality occur despite much hard work staff put into guiding them to avoid being criminalised. The majority of young people have decreased their anti social behaviours and are positively engaged in their behaviour management plans.

Young people benefit from a staff team who work hard to ensure they attend the most appropriate educational establishment, offering good support. The majority of

young people achieve good attendance levels. For others attendance needs improving. The staff are continually liaising with the local authority to engage these young people in the best provision on offer.

The service takes strict and robust action in respect of any bullying concerns. As a result young people feel protected and enjoy going out on activity visits together.

Since the last inspection there has been a change of manager. The current manager is in the process of being registered with Ofsted.

Areas for improvement

Recommendations

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

- ensure there is a system in place to monitor the quality and adequacy of records kept; specifically relating to ease of access to records such as child protection and complaint records, so effective auditing and monitoring can take place (NMS 22)
- ensure the home provides a comfortable and homely environment and is well maintained and decorated. Ensure there is continued financial investment in the fabric and furnishings of the home (NMS 10)
- ensure all children have an educational placement as soon as possible following admission. (NMS 8)

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*.