

Inspection report for children's home

Unique reference number	SC032439
Inspector	Paul Clark
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Wiltshire Council
Registered person address	Wiltshire Council, Director of Social Services County Hall, Bythesea Road TROWBRIDGE Wiltshire BA14 8LE
Responsible individual	Carolyn Godfrey
Registered manager	Tina Elizabeth Baker
Date of last inspection	02/05/2014

Inspection date	21/10/2014
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Previous inspection	good
Enforcement action since last inspection	none

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

The requirement made at the previous inspection has been met. The internal upper areas of the home that had suffered rain damage earlier in the year have been repaired and redecorated. Additionally, the home has redecorated and refurnished the bedrooms and lounges of the home to a much improved standard. This gives a cleaner and more pleasant environment for children to live in. The woodland garden has been much improved and now provides a safe and restive external environment which is rich in sensory and visual effects to stimulate children

Two recommendations were made at the previous inspection and these have been met.

Regulation 33 monitoring visit reports now include data about the numbers of restraints used and sanctions employed. The home also keeps a record of incidents where physical restraints are applied. Keeping ongoing records of interventions means that this practice is carefully monitored by the management of the home and this helps to keep children safe. The home is also currently involved in a behaviour management project which seeks to support parents in their homes. This helps children to receive a consistent approach to their care.

The second recommendation referred to the need to achieve continuity of staffing. The home has undertaken a recruitment programme and there are currently no vacancies in the staffing contingency. The home has a number of bank staff who can be drawn upon to cover staff in the event of sickness or leave. Having a full complement of staff means that children are cared for by staff with whom they are familiar and by staff who have a good understanding of their needs.

Placing authority social workers feel that the quality of care provided by the home is of a high standard. They say that staff are familiar with individual children's needs and communicate well with placing authorities, parents and schools to keep them

aware of individual children's progress. They say that children enjoy a range of stimulating activities both within and outside of the home. One social worker commented "They offer an amazing service and have a really good understanding of K's needs."

The home is managed by an experienced and appropriately qualified person. Staff are properly recruited and vetted. They undertake a probationary period and induction programme and are trained in all core areas of their role. This includes safeguarding children, first aid, fire safety, use of restraint and manual handling. All staff and management undertake an annual performance review which identifies their training and development needs. Staff receive regular supervision and there are regular team meetings. The majority of staff have undertaken the National Vocational Qualification at Level 3 in Working with Children and Young People. The local authority designated officer of the local authority stated that there are no current safeguarding concerns about the home. Appropriate vetting, support and training of staff helps to keep children safe.

Parents report a high degree of satisfaction with the service and they feel that their children are kept safe. One parent commented, "The care and support has always been excellent because the staff know and understand my child very well. I have never been concerned that my child is not safe." Parents confirm that the home helps their child to enjoy a range of stimulating activities. One commented, "I was surprised that my daughter had been taken to the circus which she really enjoyed."

The home works in partnership with Independent Reviewing Officers. One officer commented, "Staff regularly ask me for my professional advice, readily invite me to join them for assessments to problem solve any issues together." Involving fellow professionals in decision making about service provision is an example of good practice.

The home has a comprehensive statement of purpose which was last reviewed in April 2014. Regular reviewing of the statements means that all stakeholders are made aware of up to date information about the running of the home. The children's guide was also reviewed in April 2014. The guide is made available in symbol form and produced on a laminated sheet. This makes it easy for children with limited reading skills to use and to understand.

The home has a clear policy on dealing with complaints and the information given to all stakeholders makes them aware of this policy. Complaints and actions taken in response to them are clearly recorded in a record book of complaints. Complaints received by the home have been properly acted upon. Responding to complaints properly helps to keep children safe.

An independent visitor conducts monthly monitoring visits to the home and reports on the areas specified by regulation. The Registered Manager of the home conducts quarterly reviews of the quality of care and copies of both these reports are sent to

the regulatory body. The home consults with stakeholders to help inform the findings of these reports. The home conducts a monthly 'Children's Meeting' which is properly minuted and which is chaired by one of the young people. This acts as a forum where children can make their views about the day to day running of the home known. Regular internal monitoring of the quality of care helps to improve service development.

There have been no requirements or recommendations made as a result of this inspection.

Information about this children's home

This service offers short breaks for up to eight children at any one time, for young people of either gender who have a severe learning and physical disability and/or complex health needs. This service is provided by a local authority and is available to families from across the county.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
02/05/2014	Full	good
10/02/2014	Interim	satisfactory progress
21/06/2013	Full	adequate
27/03/2013	Interim	good progress

What inspection judgements mean

At the interim inspections we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

Information 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 main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.