

Inspection report for children's home

Unique reference number	SC034301
Inspection date	05/02/2014
Inspector	Peter Harrell
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	25/07/2013
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Service information

Brief description of the service

This home is one of a number of children's homes operated by a local authority. The home provides care and accommodation for up to five young people who may be experiencing emotional or 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**.

The overall effectiveness of the service was judged as providing a good level of care for young people at the last inspection on 25th July 2013.

Four out of the five recommendations which were raised at the previous inspection, have been met. As a consequence of this inspection, one recommendation is repeated, two good practice recommendations are made and one requirement is raised.

The service has demonstrated improvement in their quality of care for the children and young people. However improvements need to be made on the monitoring of complaints made by young people, the recording of information regarding notifiable incidents, updating the protocol with the police over missing person's and having a full development plan in place for the children's home.

Since the last inspection, there has been a strong focus on consultation with young people, in particular putting a system in place for young people to interview staff as

one part of any recruitment process. The statement of purpose has been updated to include anti bullying policies. Staff training has been updated which makes sure that all staff are aware of the specific needs of the young people looked after at the home.

It was recommended at the last inspection that a development plan should be put in place. A three month delivery plan was produced and this contained action points however it does not demonstrate how the service intends to develop over a whole year.

There is not a clear system and process in place to record complaints and compliments and to learn from matters raised and there is not an active encouragement of staff to gain the views of young people; these would enhance the services' commitment to improving the quality of care provided to young people.

Although there have been few and reducing incidents of young people being reported as missing and clear procedures are in place for young people who are absent from the home without permission, the protocol document between the children's home and the police is not up to date. Therefore, it is recommended that this is acted upon, to reflect recent legislative and practice developments, and to fully safeguard the welfare and minimise the vulnerability of missing young people.

Notifications to Ofsted are sent in a timely manner and all relevant parties are informed without delay. However, the full details of incidents are not kept in a designated central notifications folder as required in national guidance.

Young people's records contribute to a clearer understanding of the young person's life and progress while at the children's home and all documents sampled at the inspection are legible and signed, demonstrating a higher level of recording management.

The quality of relationships between staff and young people is very strong. Staff respond well to the young people's complex needs and will actively seek out their views. The manager and staff team have young people's well-being at the centre of their care. Staff are very supportive of each other and express strong enthusiasm and commitment about promoting positive outcomes for young people.

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
24	ensure that a written record is made of any complaint or	31/03/2014

(2001)	representation, the action taken in response and the outcome of any investigation. In addition, record any learning points and whether the matter was resolved to the complainant's satisfaction. (Regulation 24 (5))	
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Recommendations

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

- ensure that if a child is absent from the home and their whereabouts is not known, the home's procedures are compatible with and have regard to current Runaway and Missing from Home and Care (RMFHC) protocols and procedures maintained and managed by the police or by the local authority for the area where the home is located (NMS 5.6)
- ensure there is a written development plan in place which is specific to the home, reviewed annually, either identifying any planned changes in the operation or resources of the service, or confirming the continuation of the home's current operation and resource (NMS 15.2)
- ensure that a clear written record is kept which includes details of the action taken and the outcome of a notifiable event. (NMS 24.2).

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*.