

Inspection report for children's home

Unique reference number	SC034849
Inspector	Chris Scully
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Cheshire West and Chester Council
Registered person address	4th Floor HQ 58 St Nicholas Street Chester CH1 1NP
Responsible individual	Amanda Jones
Registered manager	Julie Harwood
Date of last inspection	30/09/2014

Inspection date	24/03/2015
Previous inspection	adequate
Enforcement action since last inspection	none

This inspection

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

The home continues to be led by a committed Registered Manager. The staff work well together as a team. They said they are pleased with the changes within the building and the new bike track for the young people. They feel this will effectively enable them to have fun while learning valuable lessons about road safety, turn taking and working together as they negotiate the track.

The home has made good progress in addressing the issues from the last inspection. A refurbishment programme is well underway. Young people are enjoying their newly painted bedrooms and said they are 'nice'. Staff said young people have been instrumental in choosing the colour schemes and art work for their rooms. This has given them a stronger sense of ownership of the home.

Young people's safety and well-being has improved. This is because the cupboard in the soft play area has been made safe. The damaged ceiling tiles are being replaced and the corridors look much brighter following the installation of the new wall boards. Risk assessments for the premises have not been updated to include the building work. For example areas that have been prepared for repairs but the works have not yet been completed. Staff ensure that all building materials and tools are removed from the areas young people are using prior to their arrival at the home.

Plans are also underway for large photographs of the young people to be in place in the hallways. Blinds have been fitted to all of the young people's bedrooms which can be drawn when they want some personal time. Overall, the refurbishment work has improved upon the homeliness of the environment and enhanced young people's privacy and dignity.

Most records are more detailed and are accurately written. For example the

introduction of a book for controlled medication means there is a clear record of any controlled drugs administered to young people. Young people's epilepsy care plans clearly show the action to take should they have a seizure. This effectively promotes and supports the health and well-being of young people.

Records are correctly dated and staff are no longer using the word 'absconding' to describe a young person as missing from care. Discussions have taken place regarding the recording of any physical interventions and the importance of ensuring all required information is recorded. The effectiveness of this cannot be scrutinised as there have been no physical interventions since the last inspection.

Young people's files are currently being audited and this has identified some inconsistencies within a variety of records. In particular; some behaviour support plans, health care plans, risk assessments and missing from care risk assessments. These relate to the lack of detail in some areas and use of subjective language, such as referring to inappropriate behaviour without explaining what this is. These are recording issues and do not impact upon the care provided to young people.

Monitoring of the home by the Registered Manager has improved and has identified some of the issues contained within this report. Staff have attended record keeping training. This has shown some improvements, but is not consistently applied across all records. The continued improvement of the quality of recording is a key part of the home's ongoing development. The manager states that the issue of securing the internet to enhance young people's access to fun and educational activities has not yet been completed. This remains firmly on the homes agenda.

Consultation with parents and carers has improved. They have a greater say in what happens within the home and the care provided to their children. A parent said, 'it is extremely reassuring to know my child is safe, protected and cared for.' Monitoring by the independent person for the organisation remains sound.

Young people thoroughly enjoy staying at the home. They thrive because of their very positive relationships with the staff and friends. A parent said, 'my child has a great rapport with staff, they are very well cared for on a personal and professional level.'

One young person enjoyed the opportunities to engage with a 'new face' at the setting and excitedly engaged them in role play. This included getting them to go shopping and making sure their broken leg received the right attention at the hospital. They spoke knowledgeable about what treatment they were to receive and how they needed an x-ray and medicine to make it better. Other young people enjoy the opportunities to spend quiet time alone in their room using computer tablets. A young person wrote, 'you always find a way for me to have fun.'

Staff clearly understand the individual communication styles of each young person. They encourage young people to use various communication boards to make their

feelings known and use clear concise language so that young people know what is being asked of them. As a result young people are confident to put forward their wishes and views.

Young people continue to achieve 100% attendance at school during their stay. Staff have good links with schools and effectively support young people's learning during their stay. Some young people are increasing in confidence in their own abilities, for example, undertaking more of their personal care needs or requiring less support when carrying these tasks out.

Information about this children's home

The children's home is purpose-built and managed by a local authority. It provides short-break care for up to six children and young people with physical disabilities, learning disabilities and sensory impairment. It is appropriately adapted to address the needs of these children and young people.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/09/2014	Full	adequate
25/03/2014	Interim	good progress
11/12/2013	Full	adequate
19/02/2013	Interim	good progress

What does the children's home need to do to improve further?

Recommendations

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

- ensure risk assessment of the whole children's home environment are carried out, with particular regard to the refurbishment programme (NMS 10.8)
- ensure children have access to a range of education resources to support their learning beyond the school day, particularly access to the internet (NMS 8.2)
- enhance further the quality and adequacy of record keeping in particular behaviour support plans, missing from care risk assessments, young people's individual risk assessments and refrain from using 'ditto' in records. (NMS 21.1)

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.