

Inspection report for children's home

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Inspection date	31/01/2014
Inspector	Jacqueline Malcolm
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	11/07/2013
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Service information

Brief description of the service

The home provides care and support for four young people who have emotional and behavioural difficulties. The home is managed by the local authority.

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 **inadequate progress**.

At the full inspection in July 2013 the overall effectiveness of the home was judged to be good. The provider was asked to make improvements to address the good practice recommendations raised in relation to incorporating the views of children, young people and stakeholders into regulation 33 and 34 reports and improving the quality of medication and staff meeting records. These have been suitably addressed. As a result, the Regulation 33 visitor's consultation with young people, relatives and staff enables them to form a fuller opinion of the standards of care provided in the home. The Registered Manager is reviewing the format used to record Regulation 34 reviews of the quality of care to ensure that consultation with young people, their parents and the placing authority improve outcomes for young people. The medication records clearly demonstrate when young people are administered medication and record the reasons why they are not taken. Staff meeting minutes are legible and reflect the discussions raised. This improves services delivery for young people who live at the home.

However, the home is making inadequate progress. A number of opportunities have been missed to promptly respond to an allegation in line with the local authority

safeguarding procedures. Advice provided to the Registered Manager by the Local Authority Designated Officer (LADO) several weeks prior to the allegation being made was not adhered to; and the internal management protocols were not followed. This means that the person making the allegation and the person who is the subject of the allegation have not been effectively protected and supported. This has also delayed the decision making process and outcome from a safeguarding perspective. This does not only undermine the young people's relationships with some of the adults who care for them, but it does not promote their safety and welfare or teach young people how to take responsibility for their own behaviour. Since the issue was raised at inspection, the Registered Manager has referred the concerns to the appropriate safeguarding professionals and the matter is yet to be concluded.

The home has experienced some changes since the last inspection. The majority of the young people have successfully returned to their families or are living in the community. Young people new to the home have settled in and they are establishing themselves in the home. Young people are building positive relationships with most staff, which promotes trust and positive attachments. Young people say that they like living at the home and they generally get on with each other. They say they feel safe and do not perceive bullying to be an issue for them.

Overall, standards of behaviour are satisfactory. There has been the occasional issue of young people being involved in using alcohol and drugs and other risky behaviours. Their engagement with the homes external partners and social care agencies support young people. This minimises the opportunities for young people to experience drug related illnesses or get involved in the criminal justice system. Most young people are supported to manage their emotions and behaviours in a constructive manner and positive incentives are effective most of the time. Sanctions are minimal and there has been no use of restraint for a significant period. This demonstrates that most young people's behaviour is well managed. Some good work on internet safety and child sexual exploitation has been carried out with young people by a member of staff. This enhances young people's awareness and helps to keep them safe when using social media and when they are away from the home.

Young people's education and attainment levels vary, depending on their current capacity to fully engage. Some young people are making good progress. Young people who have not engaged in education for some time are supported through alternative education packages. This ensures that all young people have an opportunity to achieve educationally from their starting points.

One requirement and two shortfalls in meeting the National Minimum Standards for Children's Homes are raised as a result of this inspection.

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
16 (2001)	implement a written policy which is intended to safeguard children accommodated in the children's home from abuse and neglect and which sets out the procedure to be followed in the event of any allegation of abuse and neglect (Regulation 16 (1) and (2))	28/02/2014

Recommendations

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

- ensure that children develop and practice skills to build and maintain positive relationships, be assertive and resolve conflicts positively. This specifically relates to supporting young people when handling allegations and suspicions of harm (NMS 3.5)
- ensure that children are encouraged to take responsibility for their behaviour, in a way that is appropriate to their age and abilities. This specifically relates to supporting young people when handling allegations and suspicions of harm (NMS 3.6)

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*.