

Inspection report for children's home

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|--------------------------------|-----------------|
| <b>Unique reference number</b> | SC034944        |
| <b>Inspector</b>               | Mandy Williams  |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

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|----------------------------------|------------------------------------------------------|
| <b>Registered person</b>         | Keys Childcare Ltd                                   |
| <b>Registered person address</b> | Laganwood House 44 New Forge Lane Belfast<br>BT9 5NW |
| <b>Responsible individual</b>    | Heather Ann Laffin                                   |
| <b>Registered manager</b>        | Donna Louise Miller                                  |
| <b>Date of last inspection</b>   | 02/10/2014                                           |

|                        |            |
|------------------------|------------|
| <b>Inspection date</b> | 23/03/2015 |
|------------------------|------------|

|                                          |          |
|------------------------------------------|----------|
| 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 **sustained effectiveness**.

There is a suitably qualified and experienced Registered Manager in charge of the home. She has been managing the home for the last eight months. A recently appointed deputy manager, who has previous management experience, supports her in her role. The staff team has remained largely consistent since the last inspection. Hence, positive relationships are evident between young people and the staff caring for them. Consequently, young people are learning to trust adults and beginning to form attachments to them.

Since the last inspection the group of young people living in the home has remained largely stable. One young person has moved on from the home in a planned and constructive manner. Outcomes for young people are positive and they all engage in education. Incidents of risk taking behaviours are low and young people are learning to manage their behaviours. Young people living in the home get on well together most of the time and any minor conflicts between them are handled well by staff. Staffing ratios are good, enabling young people to participate in activities of their choosing without requiring the participation of the whole group. Currently young people enjoy attending the local youth zone, drama club and going swimming.

Four requirements were made at the last full inspection of the home in October 2014. The Registered Manager has taken action to ensure that these have all been addressed. For example, the duty roster now includes the full names of staff working in the home; consultation has taken place with other bodies in relation to the home's missing child policy; and Ofsted have been informed about any updates to the Statement of Purpose.

Five recommendations were also made at the last inspection. Action has been taken to address three of these. For example, improvements are evident in relation to recruitment practice and fulfilling the aims and objectives of the home, as outlined in

the Statement of Purpose. However, concerns remain in relation to the manager's internal monitoring of the home and staff disciplinary processes. The latter has been escalated to a requirement at this inspection, as the required communication has not taken place between the Registered Manager and other professionals with a safeguarding remit. On one occasion a staffing issue had not been referred to the Local Authority Designated Officer (LADO), or notified to Ofsted. This poor communication does not ensure that the appropriate bodies are aware of specific concerns and hampers their ability to safeguard young people effectively.

Young people are registered with health care professionals on their admission to the home and staff pursue appointments with specialist health services. However, this inspection identified that a young person had failed to attend an arranged appointment with a health professional some four days earlier. This was as a result of poor organisation and communication within the home, and does not ensure that young people's health needs are effectively addressed.

Similarly, issues identified at staff meetings that require action are not always given to a named individual to complete. It is also not clear if these are routinely followed up at subsequent meetings. Hence, the Registered Manager is sometimes unsure if all tasks have been completed as identified. The Registered Manager had also failed to identify a factual error contained within a report on the external monitoring of the home prior to this inspection. Management monitoring is not sufficiently robust to ensure the smooth running of the home.

The Registered Manager demonstrates an enthusiasm to improve the quality of care provided to young people. For example, professionals involved with the home are regularly asked to provide feedback. One social worker recently commented on the child focussed practice that she observed in the home. Another social worker commented, 'I am happy with the care at the home. I have no concerns at all. Education has gone fantastically. I would recommend the home.'

## Information about this children's home

The home is owned and operated by a private organisation. It is registered to provide care and accommodation for up to four children and young people. The children and young people may have emotional and/or behavioural difficulties, including attachment problems.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 02/10/2014      | Full            | adequate             |
| 06/03/2014      | Interim         | good progress        |
| 12/12/2013      | Full            | good                 |
| 04/03/2013      | Interim         | good progress        |

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

## 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   |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 11<br>(2001) | ensure that the children's home is conducted so as to promote and make proper provision for the safeguarding and welfare of children accommodated there; specifically liaison with other professionals with a responsibility for safeguarding (Regulation 11(1)(a)) | 27/04/2015 |
| 20<br>(2001) | ensure that the physical, emotional and mental health needs of the children accommodated in the children's home are promoted and protected; specifically that children attend arranged medical appointments (Regulation 20(1))                                      | 27/04/2015 |
| 30<br>(2001) | ensure that the registered person shall notify, without delay, the persons indicated, in respect of the events listed in Schedule 5. (Regulation 30(1))                                                                                                             | 27/04/2015 |

## **Recommendations**

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

- ensure that there are clear and effective procedures for monitoring and controlling the activities of the home; for example ensuring the factual accuracy of reports completed on the operation of the home, and ensuring that actions identified at staff meetings are followed through at the subsequent meeting to ensure their completion. (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.