

Inspection report for children's home

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Inspection date	24/02/2012
Inspector	Malcolm Stannard
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	14/09/2011
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Service information

Brief description of the service

The children's home is provided by a local authority and is registered to provide care for up to six young people of either gender with emotional and 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 **inadequate** progress.

At the last inspection in September 2011, the overall effectiveness of the home was judged to be good. At that inspection there were five requirements and six recommendations made to the provider and manager of the home. Since then the registered persons have met three of the requirements and half of the recommendations.

Records of disciplinary measures and complaints have improved and now contain the required detail. Risk assessments, which relate to young people's participation in activities and the premises, are now carried out routinely as part of behavioural risk plans. One-off risk assessments are completed for occasional pursuits such as sledging. The completion of assessments helps to minimise risks for young people. The quality of recording in the homes daily log has improved and this record does not now contain confidential information about young people, which helps to safeguard them. Information available to young people in the children's guide has improved. The guide now includes details of how to contact the Children's Rights Director and independent reviewing officers. This helps to ensure that young people

have access to people independent of the home. The condition of the stair carpet was worn. Arrangements have now been made to replace the floor covering, improving the safety of young people and staff in the home.

However, the following requirements and recommendations have not been met. The local authority complaints' procedure still does not include all required information. Specifically, details of how complaints about the registered person will be dealt with and confirmation that no person who is the subject of a complaint will take any part in its consideration. The missing persons' policy continues to be under review and does not take account of the local runaway and missing from home and care protocol. The records of young people going missing do not contain all the relevant information such as the action taken by staff, circumstances of return and the reasons for going missing. The processes for conducting Regulation 33 visits and Regulation 34 monitoring of the home are currently under review by the authority and have not been fully implemented. As a result, the views of young people's parents and relatives are not routinely included in the reports following a visit. No Regulation 34 reports detailing development and progress at the home have been received by Ofsted and a new recommendation is made in this respect. Additionally, the range of evidence available from the Registered Manager's regular monitoring of care is not sufficiently broad to identify patterns and trends.

Positively, young people have been included in discussions with members of the authority about the areas they feel should be reviewed during monitoring visits. Young people at the home continue to receive a good standard of care and support. Staff engage with them on an individual basis and have good working relationships with external professionals. This helps to ensure that young people receive services to meet their needs.

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 (2001)	ensure that the complaints policy contains all the required information, specifically that no person who is the subject of a complaint shall take any part in its consideration, and the provision for dealing with complaints about the registered person. (Regulation 24(2)(b) and (c))	31/05/2012
33 (2001)	ensure that, as appears necessary, the person conducting the visits under this regulation, interviews with their consent and in private, the children's parents and relatives in order to form an opinion of the standard of care provided in the home (Regulation 33(4)(a))	31/05/2012

Recommendations

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

- ensure that the record of missing persons contains all the relevant information (NMS 5.10)
- update the missing person's policy to take account of the local Runaway and Missing from Home and Care protocol (NMS 5.7)
- ensure that the regular monitoring reports by the registered person include the identification of patterns and trends (NMS 21.2)
- ensure that summary reports of regulation 34 monitoring are sent to Ofsted every six months and within 28 days of completion. (Volume 5, statutory guidance, paragraph 3.14)

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 (March 2011)*.