

Inspection report for children's home

Unique reference number	SC035241
Inspector	Jamie Richardson
Type of inspection	Full
Provision subtype	Residential special school (>295 days/year)

Registered manager	Catherine Anne Warner
Date of last inspection	07/01/2014

Inspection date	14/01/2015
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Previous inspection	good progress
Enforcement action since last inspection	none

This inspection	
Overall effectiveness	good
Outcomes for children and young people	good
Quality of care	good
Keeping children and young people safe	good
Leadership and management	good

Overall effectiveness

Judgement outcome	good
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Children and young people thrive in this very specialist home. They make good, and in some cases excellent, progress in all aspects of their development. The care is tailored to meet individual needs. Great emphasis is placed on communication and enhancing children and young people's social skills. As a result children and young people grow in confidence, their behaviour improves and they can focus on all aspects of their learning. One professional commented, 'he was a troubled little boy, very difficult, out of control. He is just beaming there; they are fully meeting his needs. He is like a different child, his behaviour is excellent there.'

Children and young people are enthusiastic about the care they receive. One young person commented, 'it is good here. I like everything. I love the swimming pool.' Another young person has asked if he can stay there more as he enjoys it so much.

Children and young people enjoy strong relationships with staff and there is a consistent emphasis on trust and respect. As a result young people feel safe in this home. One young person commented, 'I like all the staff, my key worker is funny. Yes I feel safe.'

This home has an enthusiastic staff team and manager. There is a further senior management structure to support the effective running of the home.

The requirement from last inspection has been met. There are now specific risk assessments in place regarding children and young people climbing out of windows and restrictors on windows are now in place.

A number of shortfalls are identified at this inspection. These relate to the administration of medication, staffing arrangements, recording and risk assessments. These are procedural matters which have had no direct impact on the safety and welfare of young people.

Full report

Information about this children's home

The children's home is operated by a charitable trust and registered to accommodate six children of either sex aged from 5 to 17 years who have a sensory impairment.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/01/2014	Interim	good progress
23/08/2013	Full	good
07/01/2013	Interim	good progress
20/06/2012	Full	good

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
16 (2001)	prepare and implement as required a missing child policy. This is with specific reference to individual risks assessments for children and young people (2014 regulation 16 (3)(b))	31/01/2015
21 (2001)	make suitable arrangements for the recording, handling, safekeeping, safe administration and disposal of any medicines received into the children's home. (regulation 21(1))	23/01/2015

Recommendations

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

- managers and staff are clear about their roles and responsibilities. The level of delegation and responsibility of the manager and staff, and the lines of accountability, are clearly defined (NMS 21.4)
- records are clear, up to date and stored securely, and contribute to an understanding of a child life (NMS 22)

Inspection judgements

Outcomes for children and young people **good**

Children and young people make exceptional progress with their social confidence and personal independence. They benefit from an environment where their diverse needs are recognised and celebrated. They get involved and enjoy a variety of social activities and clubs both within their deaf community and also in the wider community. This includes football clubs, youth clubs, ice skating and swimming. As a result young people's social skills and self-esteem flourish. One parent commented, 'he's much more confident from being there. It's amazing I hope he can stay on there.'

Young people enjoy good health. They are supported to understand how to keep themselves well. For example, one young person has been taught how to manage his own medication and medical condition safely. This is preparing him for independence in his transition to adulthood.

Children and young people benefit from attending the onsite specialist school which is graded as good. They make good progress in their academic learning. One young person commented, 'I like it at school. I want to be a hairdresser. I want to stay at the college here.' This positive engagement in learning is preparing children and young people well for employment in later life.

Children and young people practice independence skills. Children and young people work towards personal targets such as cleaning their rooms, shopping and washing their clothes. These abilities will help them to achieve maximum autonomy in adulthood. Young people over 16 are supported in a seamless transition into the onsite college with a pathway plan.

Quality of care **good**

Procedures around the administering and recording of medication are not consistently robust. This may put the health and wellbeing of young people at risk.

The staff provide consistent and nurturing care for children and young people. Warm and respectful relationships have formed between them. As a consequence staff provide a nurturing environment whilst still upholding professional boundaries. The mix of hearing and hearing impaired staff allows them to have a strong understanding of children and young people's complex needs. As a result the children and young people benefit from care which gives them an integrated experience.

Care plans specifically tailored to individual abilities ensure good, and in some cases

excellent, progress is made by children and young people, particularly in respect of social and life skills. One professional commented, 'the home fully meets his needs. It's a whole environment, everyone he meets he can communicate with.'

Staff work closely with on-site therapists and counselling support. External support from Child Adolescent Mental Health services is also available if required. All therapy is provided in an effective and timely manner. As a result young people's emotional support is fully addressed. This will benefit their wellbeing now and in the future.

Children and young people are able to voice their concerns using the homes complaints book, through group meetings or key work sessions with staff. This gives children and young people chance to share any issues they may have. There are no complaints from children or young people in this home and there is no bullying. There is a strong ethos of mutual respect and support and bullying is not tolerated.

Children and young people live in a home and wider environment which is extremely well resourced. The home is well maintained with a welcoming atmosphere. The family dining table is the heart of the house providing many opportunities for everyone to get together. As a consequence children and young people grow in confidence in group situations and social skills at meal times are developed.

Keeping children and young people safe good

Young people's behaviour in this setting is good and for some it is exceptional from their starting points. The staff have a consistent approach that helps young people to settle and feel secure. The predictable routine and positive communication promotes good behaviour. As a result there are few sanctions and restraints are rare.

Previously some young people had a history of absconding. This has now ceased since their placement. There are missing from home protocols in place for staff to follow. Individual missing risk assessments for children and young people have not been created. This could leave young people vulnerable if they were missing. The specific risks to children and young people have not been considered and the information is not readily available.

Safeguarding of young people is prioritised in this home. Staff training in these areas is regularly refreshed. The whole site meet regularly to ensure any information is shared between settings such as home, school and college. As a consequence young people are effectively safeguarded as all information is known at all levels.

Staff provide effective support for children and young people to learn about personal safety. This includes road awareness, substance misuse including legal highs, and internet use. This supports children and young people to make informed decisions in their lives now and in the future.

Leadership and management

good

There is a stable senior management team in place. The registered manager provides competent leadership of this home. She is sufficiently experienced and has been in post since January 2002. She is qualified to undertake her role and holds NVQ4 in care and a level 7 qualification in management.

Children and young people benefit from being cared for by staff who are qualified to a good level in specialist areas such as British Sign Language. This meets young people's very specific needs. As a result young people who may otherwise be isolated are at the very heart of the home and activities. One professional commented, 'he's not isolated there, whereas when he is not there he often is. He told me he has made a friend for the first time.'

The Statement of Purpose is detailed and provides accurate information about the running of the home. Staff receive regular supervision in line with the statement of purpose. Consequently staff feel well supported in their work. One member of staff commented, 'I have good supervision every month. The manager is good. It's good here. I get on very well with all staff. I can ask questions, they will always help.'

There is an effective management team in place. They monitor the progress of children and young people through individual targets and regular reviews. This helps to demonstrate the progress children and young people are making.

The manager ensures all significant events relating to the safeguarding of children and young people are notified to appropriate agencies. The manager and senior management team respond swiftly to issues and immediate safety measures are put in place to keep children safe. As a result of accurate information sharing, children and young people are well protected.

The requirement from the previous inspection has been fully addressed and risk assessments identify hazards such as opening windows. All windows now have restrictors on to safeguard young people.

Deputising arrangements for the home are not as clear. There is no deputy manager post. This leaves staff with no clear lead when the registered manager is not there. This could result in a situation where no one assumes responsibility for important tasks such as recording oversight when the manager is absent.

Recording is not consistently robust. For example, records of significant events are not always accurate or signed off by staff. This makes it difficult for the manager to form an analysis of events and take action if necessary in the interest of children and young people.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

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.