

Inspection report for children's home

Unique reference number	SC035380
Inspector	Julie Rimington
Type of inspection	Interim
Provision subtype	Children's home

Registered manager	Dawn Theresa Coyle
Date of last inspection	07/01/2015

Inspection date	05/03/2015
Previous inspection	good
Enforcement action since last inspection	There has been no enforcement action since the last inspection in January 2015.

This inspection

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

This home was judged as good overall at the previous full inspection in January 2015. The Registered Manager and staff team have successfully addressed the requirements of the previous full inspection but need more time to embed the changes in every day routines. Following this interim inspection the home is judged to have sustained effectiveness. This inspection identifies shortfalls in the quality of the monitoring processes, the quality of written risk assessments, and in a minority of cases, maintaining up to date files.

The Registered Manager and staff team continues to provide a good standard of care for children who have short breaks. Many of the children and young people face difficulties with getting washed and dressed, ensuring their voice is heard and dealing with their emotions and behaviours. It is clear from records and discussions with staff team members that the progress in these areas is significant for the individual children. Monitoring of this progress demonstrates the techniques and interventions which have a positive effect. This informs the care planning for the next visit. Children with complex needs and disabilities respond to the care they receive. A parent told me 'I am so pleased with the care my child receives. He can do things I didn't think he ever would'. Children and young people's personal dignity, self-esteem and ability to protect themselves is developed during their visits. The Registered Manager and staff team regularly consult with parents asking their opinion of the care the home provides. Parents provide very positive feedback. One parent stated they had observed many positive changes in their child since they began to stay at the home. Another parent discussed the positive effect the short breaks service had on the lives of all family members. Staff team members regularly visit the families and liaise closely with them. This liaison ensures continuity and ensures all those involved in the care of the child or young person are working

together.

Young people write they are happy in the home. They have positive nurturing relationships with the staff team. Children and young people are involved in a wide range of activities. The activities are designed to be fun and stimulating. Each activity is designed to be individual to the child or young person. It also takes into account the child or young person's abilities and interests. Parents believe the staff team have a good understanding of children's individual needs, including their medical needs. The staff team respect the dignity of the children and show increased awareness through training of emerging areas of risk. The quality of care the home provides means children's needs are consistently well met and their quality of life is improved significantly.

Since the last inspection in January 2015, there have been no incidents of bullying or children going missing from the home. On occasions when concerns are identified the Registered Manager and staff team have responded quickly and appropriately ensuring the processes for safeguarding are followed. Accidents rarely happen but when they do, they are recorded appropriately and information is shared with parents. This attention to detail and the awareness of the staff team ensures children and young people are protected from harm.

The monitoring of records, risk assessment, and short break plans by the Registered Manager and senior management team is good. During staff, team meetings there are discussions about each child or young person ensuring the staff team are fully aware of significant information in terms of risks and achievements. Some children's records continue to need updating and file audit action plans are not dealt with in a timely way. This results in important information being missed. This could seriously affect a child. The senior management team are dealing with these issues and a very clear action plan is in place to deal with the small minority of children's records that require updating.

The home is well decorated and maintained. A schedule to ensure all safety checks, including fire drills and equipment, take place on a regular basis. Records of these checks are clear and up to date.

The Registered Manager and staff team recognise that it is important that families are involved in the planning of the visits and are very good at working alongside the families of the children and young people who have short breaks. They work hard to build and maintain positive relationships with families. Children are therefore safeguarded while their sense of self and belonging are enhanced as important family relationships are sustained and in some instances greatly improved by the short breaks initiative.

Children and young people with the most complex needs receive the appropriate level of staff supervision: in some cases one-to-one. There has been a significant staff turnover with at least seven new staff team members joining the team. New

staff team members complete the required induction programme and enrol on qualification programmes within the necessary timescales. All other staff team members are qualified. There is a well-organised staff-training programme, which ensures that essential skills are refreshed at the appropriate intervals. This results in the children being cared for by a staff team who understand their vulnerabilities and promote their abilities within a safe and nurturing environment.

Information about this children's home

The children's home provides short-break care and accommodation for up to six young people who have learning disabilities. It is operated by a local authority.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/01/2015	Full	good
06/01/2014	Interim	good progress
26/09/2013	Full	adequate
03/01/2013	Interim	satisfactory 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):

- The manager regularly monitors, in line with regulations, all records kept by the home to ensure compliance with the home's policies, to identify any concerns about specific incidents and to identify patterns and trends. Specifically immediate action is taken to address any issues raised by this monitoring (NMS 21.2)
- Staff understand the nature of records maintained and follow the home's policy for the keeping and retention of files, managing confidential information, and access to files (including files removed from the premises). There is a system in place to monitor the quality and adequacy of record keeping and take action when needed. Specifically recording on files is up to date and accurate (NMS 22.1)
- The home implements a proportionate approach to any risk assessment. Specifically the risk assessments are thorough of good quality and are regularly reviewed. (NMS 4.5)

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.