

Inspection report for children's home

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Inspection date	28/02/2012
Inspector	Shaun Common
Type of inspection	Interim
Provision subtype	Secure Unit

Date of last inspection	14/09/2011
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Service information

Brief description of the service

This secure children's home is managed by a local authority and is situated in a rural location. It is approved by the Department for Education to restrict young people's liberty. As well as the living accommodation, there are facilities for administration, education and recreation available on the site.

The children's home provides two separate units that can accommodate up to 12 young people both male and female, who are aged between 10 and 17 years. Admission of any young person over the age of 10 but under 13 years of age requires the approval of the Secretary of State.

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 **good** progress.

At the last inspection in September 2011, the overall effectiveness rating was judged to be good.

Four requirements and five recommendations were made at the last inspection. All the requirements and four of the recommendations have been fully addressed. One new recommendation has been raised as part of this inspection.

At the last inspection, the registered persons were required to ensure that monitoring of the provision is robust. A recommendation was also made to ensure that the quality of matters monitored is recorded, with any areas for improvement quickly acted upon. Monitoring continues to take place regularly and covers all

required aspects. Reports are more detailed, showing the quality of care and identifying any areas for improvement. These are then followed up and addressed quickly to ensure improvement in the provision for the benefit of young people. However, summary reports of the monitoring are not provided to Ofsted.

Requirements were made to ensure that the outcome of any complaint is fully recorded as well as the effectiveness of any sanction imposed. Both of these records are now fully completed and closely monitored by the Registered Manager. This ensures young people's concerns are dealt with fully and that sanctions help young people to develop positive social skills and behaviour.

A further requirement was made that all staff undertake anti-bullying training. A recommendation was also made to ensure that evidence is provided of staff training regarding complaints and child protection. All staff have now completed anti-bullying training and evidence is now in place that staff have completed training in complaints and child protection. This helps to ensure that the staff have the skills to address any concerns that arise and to effectively safeguard young people.

A recommendation was made to ensure there are effective procedures for monitoring and controlling the home to benefit young people. The procedure regarding the death, serious injury or serious illness relating to a young person has been reviewed and updated as required.

A further recommendation was made to ensure that duties set out in Working Together to Safeguard Children 2010 that are relevant to the unit, are evidenced as being undertaken. The Registered Manager regularly attends multidisciplinary safeguarding meetings and minutes are available of these events. This ensures the secure children's home has positive links with other relevant agencies, shares practice and is transparent about the operation of the home. This helps to safeguard young people.

One recommendation from the last inspection has not been fully addressed. Reports from visits by an independent person under regulation 33 are still not provided in a timely manner, so that managers can act upon any areas for improvement identified by the visitor in order to improve the care provided to young people.

In addition to the above, further improvements have been made that enhance the quality of care provided. The local authority's engagement and participation team meets regularly with young people to obtain their views on a range of matters important to their care. They ensure that young people's views are taken seriously and contribute to influencing beneficial changes in service provision. Examples include the review of exit interviews carried out when young people leave the centre to ensure the content is pertinent and appropriate, and revision of the way physical intervention is recorded to capture young people's views better. This has enabled staff to be more reflective in practice so they can better support and care for young people.

Staff sickness levels have decreased from 7% to 2.5%. This has improved both

consistency in the care provided and outcomes for young people.

Young people have been supported to attain qualifications that can benefit them in the future. For example, one young person has been involved in a four-day food hygiene training course with the staff team.

Young people said they feel safe at the home, have no concerns about bullying and spoke positively about the care provided and relationships with staff. They felt the home is good and they are supported to understand the reasons why they live in secure care and to plan for the future. Young people raised some minor concerns about their care and at their request managers were made aware of these. Young people were confident that managers would address their concerns fully. An independent person was conducting a visit under regulation 33 and commented that in their view the relationships between staff and young people are excellent. They stated any areas for improvement identified as part of regulation 33 visits are minor in nature, addressed quickly and that some excellent work is carried out with young people in supporting them to develop positive social skills and behaviour.

Areas for improvement

Recommendations

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

- ensure the written report of a visit carried out under Regulation 33 is lodged in the home in a timely manner for the manager and staff to read and respond to (NMS 21.8)
- 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, para 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)*.