

Inspection report for children's home

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|--------------------------------|---------------------------------------------|
| <b>Unique reference number</b> | SC035518                                    |
| <b>Inspector</b>               | Sarah Oldham                                |
| <b>Type of inspection</b>      | Interim                                     |
| <b>Provision subtype</b>       | Residential special school (>295 days/year) |

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|--------------------------------|------------------------|
| <b>Registered manager</b>      | Samantha Marie Chesney |
| <b>Date of last inspection</b> | 18/11/2014             |

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|------------------------|------------|
| <b>Inspection date</b> | 09/03/2015 |
|------------------------|------------|

|                                          |      |
|------------------------------------------|------|
| Previous inspection                      | good |
| Enforcement action since last inspection | none |

## This inspection

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

The children's home was last inspected in November 2014. A recommendation was made in relation to the independent visitor contacting parents to establish their views of the service. Parents views are now obtained and contribute to the report completed following each visit.

Young people in this home benefit from having detailed placement plans. These clearly identify their individual care and support needs and how this will be met. These placement plans are reviewed on a regular basis with any changes to care needs clearly documented. Due to the needs of the young people, staffing levels are based on 1:1 support. However, the home has experienced some staff shortages, with the need to use either bank or agency staff; although the home endeavours to ensure the rota provides continuity of staff, this is not always possible. This does not ensure young people receive support from staff they know well. It also impacts on regular staff who say, that at times, they have to provide additional support to agency or bank staff. The home has recently had a full review of staffing, resulting in strengthened recruitment strategies being implemented to recruit additional residential staff and a reduction in management. This has further contributed to the anxieties of some staff who have raised concerns through the annual Ofsted surveys about how this will effect levels of support, supervision, management oversight, accountability and stability of staffing. The management team are aware of these concerns and are actively planning further information sessions for all staff.

Attendance at school is excellent, with the vast majority of young people attending the on-site school. Residential and educational staff work in partnership, thereby ensuring communication between the home and school is effective. Health care needs are supported well with young people having access to a range of health care professionals and resources. This includes speech and language therapy, physiotherapy, occupational therapy and nursing staff. This ensures the holistic

health care needs of young people are fully supported. Residential staff also undertake first aid and medication training. The school nurse provides an overview of medication, including completing medication audits. Medication storage, administration and recording is detailed and any shortfalls identified swiftly to safeguard young people.

Young people are supported to communicate their views and wishes in a variety of ways. Some young people communicate through pictorial formats while others use sign language. Most staff have received training in various communication methods. However, some staff have yet to undertake sign language training. This could impact on effective communication with young people and their views not being fully heard.

The homes Statement of Purpose is available for parents, placing social workers and other interested parties. Young people are provided with children's guides in a format they can access. Both documents explain about the home and facilities available. The Statement of Purpose includes basic information about making a complaint. However, the full complaints procedure and details of how to contact Ofsted is not included within the document. This does not provide transparency for people wishing to make a complaint and the processes the home follows.

Young people have access to a range of activities within the home, the attached school facilities and the local community. These include after school clubs, swimming, arts and crafts and attending community leisure facilities. This means young people are able to access a range of experiences and develop a range of interests.

The Registered Manager is enthusiastic and has clear plans in place to address the shortfalls identified to improve the service, including the recruitment, retention and supervision of staff, to provide continuity of care and support to young people who use the service.

## Information about this children's home

This home is owned and managed by a charitable organisation. It is registered to provide both short breaks and longer-term care to children and young people with complex disabilities and sensory impairment. The home also accommodates young people aged over 18 and is registered with the Care Quality Commission. The home forms part of a school campus and the school is inspected separately by Ofsted.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 18/11/2014      | Full            | good                 |
| 14/03/2014      | Interim         | good progress        |
| 13/11/2013      | Full            | good                 |
| 29/01/2013      | 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   |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 4 (2001)  | ensure the registered person shall compile in relation to the children's home a written statement which shall consist of a statement as to the matters listed in Schedule 1. This is specifically in relation to the homes complaints procedure (Regulation (4)(1))                                                                                   | 14/05/2015 |
| 25 (2001) | ensure that at all times, having regard to the size of the children's home, the statement of purpose and the number and needs (including any needs arising from any disability) of the children accommodated there; a sufficient number of suitably qualified, competent and experienced persons working at the children's home (Regulation 25 (1)(a) | 14/05/2015 |

|              |                                                                                                                                                                                                                    |            |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 25<br>(2001) | ensure that the employment of any persons on a temporary basis at the children's home will not prevent children from receiving such continuity of care as is reasonable to meet their needs.<br>(Regulation 25(2)) | 14/05/2015 |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|

## Recommendations

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

- ensure contingency plans are in place in the event of a shortfall in staffing levels (NMS 17.3)
- ensure the registered person makes every effort to achieve continuity of staffing so that children's attachments are not overly disrupted (NMS 17.8)
- ensure staff are equipped with the skills required to meet the needs of the children and purpose of the setting, and training keeps them up-to-date with professional, legal and practice developments and reflects the policies, legal obligations and business needs of the home. This is in relation to staff having the opportunity to complete signing training (NMS 18.1)
- ensure staff have access to support and advice, and are provided with regular supervision by appropriately qualified and experienced staff. This is with regards ensuring the supervision is of a consistent standard for all staff (NMS 19.3)
- ensure 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, and are clearly defined. (NMS 21.3).

## **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.