

Inspection report for children's home

Unique reference number	SC035518
Inspection date	14/03/2014
Inspector	Sarah Oldham
Type of inspection	Interim
Provision subtype	Residential special school (>295 days/year)

Date of last inspection	13/11/2013
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Service information

Brief description of the service

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. The home forms part of a school campus and the school is inspected separately by Ofsted.

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 full inspection of this service in November 2013, the overall effectiveness was judged to be good. Since that inspection, the home has made good progress.

The manager has taken action to address the requirement and three recommendations made at the previous inspection. The electronic system used by the home for recording physical interventions has been amended to ensure that clear, comprehensive reporting of all physical interventions covers all required information. The manager effectively monitors these and links them directly with young people's individual behaviour management plans. This enables full assessment of the effectiveness of behaviour management plans as well as establishing whether there are any trends in behaviours. This means that young people's behaviour is monitored and managed well. Following physical interventions, all young people are always given the opportunity to be seen by a registered nurse or medical practitioner. The home has access to three nurses who work for the residential homes and school. The young people know the nurses and this provides them with

reassurance as well as enabling them to receive appropriate medical support. The views of young people following any incident of physical intervention are gathered in a number of ways. For example, verbal discussions, pictorial or signing communication. This ensures that all young people's views are gathered and recorded and enables them to contribute to their own behaviour management plans.

The home has implemented a system that enables medication records to be monitored independently by school nurses. This enables mistakes to be clearly identified at an early stage and appropriate action to be taken. The measures implemented promote the safety and well-being of the young people.

Young people continue to make progress. They are encouraged and supported to contribute to and understand their own care plans. They attend education and the links between the care and education staff enable a continuity of support. This enables young people to achieve well from their initial starting points. They receive care and support from a consistent and experienced staff team who know the young people well and have the training and skills to meet their individual needs. This ensures that young people receive a high level of care and support to promote their overall health, safety and well-being.

Care staff are qualified, experienced and knowledgeable about the needs of young people with a diverse range of complex needs. The home supports staff to access and attend a range of training both in-house and externally, to further develop their skills. They receive regular supervision and say that they feel that the training and support they receive is excellent and contributes to them ensuring that young people receive a bespoke care service to meet their individual needs.

The Registered Manager is suitably qualified and experienced in working with children and young people with complex needs. She undertakes robust self-evaluation and monitoring of the quality of care that young people receive and has a good oversight of the service. In addition the home has a number of independent visitors who undertake Regulation 33 monthly monitoring visits of the service. These visits are formally reported on to the manager and responsible individual to provide additional oversight of how the home operates. However, some of the reports are less detailed than others and do not routinely review records of physical interventions or regularly gather the views of parents and carers. The Registered Manager is in the process of reviewing the format of these reports to ensure that the information provided is comprehensive and contributes effectively to how the home functions.

Two recommendations have been made as a result of this inspection. These are in relation to the independent Regulation 33 visitors reviewing records of physical interventions and gaining the views of parents and carers.

Areas for improvement

Recommendations

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

- ensure that visits under Regulation 33 routinely include checks of the home's approach to behaviour management and examine records of restraint (Volume 5, statutory guidance 3.12)
- ensure that wherever possible visits under Regulation 33 include private interviews with children and young people living at the home (and if appropriate their parents, relatives or carers). Staff employed at the home must also be interviewed privately. (Volume 5, statutory guidance 3.13)

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*.