

Inspection report for children's home

Unique reference number	SC035687
Inspector	Debbie Foster
Type of inspection	Interim
Provision subtype	Residential special school (>295 days/year)

Registered person	Hesley Services Limited
Registered person address	Hesley Hall Coachhouse Hesley Doncaster South Yorkshire DN11 9HH
Responsible individual	Phillip Champion
Registered manager	POST VACANT
Date of last inspection	18/06/2014

Inspection date	02/03/2015
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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 home has declined in effectiveness because a number of recommendations made at the last inspection have not been met and further shortfalls have been identified at this inspection.

To improve the quality of care in the home, the monitoring by leaders and managers must be effective. This inspection found a number of deficiencies in the monitoring systems. For example; there have been complaints made about the poor standards of personal care being provided to some young people. A number of safeguarding issues which relate to poor practice have arisen and been investigated. The management team have not acted promptly to ensure that at all times the required food supplies are available to some young people in their homes. Suitable supervision of an individual young person has not been provided in line with their risk assessment. As a result, inadequate and on occasions unsafe care has been delivered to particular young people.

Two of the five recommendations made at the last inspection have not been met. There are still on occasions shortfalls in the overall competence of staff, within the home. There are still instances when staff working with young people do not have sufficient knowledge and experience for the role and duties they are allocated to undertake. The home has used agency and bank staff to cover a number of shortfalls in the rota for a considerable length of time. This does not ensure the home's Statement of Purpose and the individual needs of all young people resident in the home are met at all times. Effective action for monitoring and controlling the activities of the home have not been thoroughly and robustly undertaken to ensure the quality of care is fully evaluated and young people are effectively safeguarded.

A number of requirements and recommendations have been made as a result of the findings at this inspection.

The service has had a number of staff vacancies since the last inspection. The retention of staff is an on-going problem. This has a detrimental impact on the continuity of care provided to young people with learning disabilities and autism. The majority of young people can find any change to their daily life and routines difficult. This can result in a decline in their behaviour and general wellbeing.

The morning shift handover for staff, on the day of the inspection was disorganised and not child focused. As a result, a number of staff did not have a full overview of young people's current care, relevant and essential information to assist in meeting young people's needs.

A video monitor has been found to be broken. This is required to closely observe a young person with serious health needs during the night. Details of the interim night supervision arrangements for this young person have not been recorded to evidence that close monitoring has taken place to ensure their wellbeing and safety.

The physical intervention record is not held in a secure volume. Loose sheets were found due to the binding being broken. One physical intervention incident has not been recorded within 24 hours of the event. This does not meet the requirements of the regulations. As a result, this did not provide a full and accurate record which can be evaluated to make sure staff have implemented such actions appropriately in the interests of keeping young people safe from harm.

A young person has not been receiving education for some time. As a consequence, the young person has not made any educational progress in the last 12 months. Their learning and education have not been promoted effectively.

The review and update of a young person's risk assessment has not been undertaken promptly after a serious event. This did not provide staff with accurate information and clear guidance on the action to take if this behaviour was to occur again.

Agency staff are not trained in the home's behaviour management and physical intervention techniques. Agency workers have been widely used to support staffing numbers for several months. Therefore, this does not ensure all staff working in the home are equipped to safely meet young people's needs in all circumstances.

Not all staff are given regular formal supervision. This does not provide support and effective monitoring of their work. As a consequence, this does not ensure that safe and sound care practices are being consistently provided to young people.

A radiator and curtains have not been in situ for several weeks in one flat. This does not ensure the environment for the young people living there is maintained to a high standard.

Three recommendations have been met since the last inspection.

A system is in place to record recruitment data. This includes information on how decisions have been reached on each staff appointment. These incorporate decisions on whether an application should or should not be refused in light of any criminal convictions or other concerns. This supports sound decisions being recorded and made on the suitability and safety of all staff employed to work with young people.

The management team are aware and follow the correct procedures relating to registration changes prior to arranging the admission of young people to the affected premises. As a result, young people live in premises which have met the regulations to provide a safe and suitable environment for young people to live.

A development plan is in place which identifies the specific changes in the operation and resources required to bring further improvement to the quality of care for young people within the children's home setting.

Since the last inspection there has been a major reconfiguration of the management structure of the children's home. A new manager has just taken up post and is in the process of registering with Ofsted. Changes have been made to some day-to-day operations of the home. However, these are still to be embedded in practice to bring secure improvement to the quality of care delivered to all young people.

Positive and caring relationships are established and exist between a number of staff and young people. Some staff demonstrate a good knowledge of young people's needs. As a result, a proportion of young people are settled and are making progress in attending school, positive behaviour, developing social and daily life skills which supports them well into adulthood. The appointment of an advocate has been positive. This has provided young people with independent support to have a greater say, and have a voice to influence decisions about their own lives. However, there are particular young people whose care and progress is limited. This is a consequence of the deficit in consistent staff arrangement; a lack of robust management monitoring of the quality of care and effective safeguards in some instances.

The management team is taking action to report and act on immediate safeguarding matters as they arise and work in conjunction with other professionals to assist in achieving this. A plan has been devised to address a number of identified shortfalls and develop the service to protect and improve the care provided to young people consistently. However, the action to address number shortfalls is taking a considerable length of time to implement. As a consequence the quality of care has not been sustained.

Information about this children's home

This provision is a residential special school owned by a private organisation. The school offers accommodation for up to 40 children and young people between the ages of eight years and 19 years. Children and young people have severe learning difficulties and complex needs, including autism. The residential accommodation is registered and inspected as a children's home by Ofsted.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/06/2014	Full	good
06/12/2013	Interim	good progress
20/06/2013	Full	good
18/03/2013	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
33 (2001)	ensure that the independent person when carrying out a visit shall critically examine and scrutinise the quality of care that the children's home provides for children accommodated there (Regulation 33 (1)(b)) In particular to make sure children are safeguarded	24/04/2015
25 (2001)	ensure that there is at all times, having regard the size of the children's home, the statement of purpose, and the number and needs of children; a sufficient number of suitably qualified, competent and experienced persons working at the children's home (Regulation 25 (1) (a)) In particular that staff vacancies and the retention of staff are	24/04/2015

	promptly actioned.	
34 (2001)	ensure that the registered person establishes and maintains a system for improving the quality of care provided in the children's home and that the matters listed in paragraph 6 of schedule 6 regarding complaints are properly detailed, prepared and submitted to Ofsted every 3 months (Regulation 34(1) (a)(b)) In particular schedule 6, 1,8, 11, 18, 23 and 26	24/04/2015
20 (2001)	promote and protect the physical, emotional and mental health of the children accommodated in a children's home (Regulation 20(1) (2) (c) In particular that the registered person ensures that each child is provided with such individual support, aids and equipment as he may require as a result of any particular health needs or disability he may have *	24/04/2015
13 (2001)	ensure that children accommodated in a children's home are provided with food which is suitable for their needs and meets their reasonable preferences (Regulation 13 (1) (a) (iii)) In particular that kitchenettes are sufficiently stocked daily to provide all essential provisions for drinks, meals and snacks for the young people living there	24/04/2015
17A (2001)	ensure that within 24 hours of the use of any measure of control, restraint or discipline in a children's home, a written record is made in a volume kept for the purpose (Regulation 17B (3))	24/04/2015
18 (2001)	ensure that the home promotes the educational achievement of children accommodated in the children's home, in particular by ensuring that the children make use of educational facilities appropriate to their age, aptitude, needs interests and potential (Regulation 18(1) (a)) In particular that suitable educational support is provided to young people receiving alternative educational packages.	24/04/2015
11 (2001)	ensure that the children's home is conducted so as to promote and make proper provision for the safeguarding and welfare of children accommodated (Regulation 11 (1) (a)) In particular that risk assessments are promptly reviewed and updated after a significant incident e.g. unplanned interventions	24/04/2015
27 (2001)	ensure that all persons employed received appropriate training, supervision and appraisals (	24/04/2015

	Regulation 27 (4) (a) In particular, supervision is provided to all staff in line with the homes policy and agency staff receive behaviour management and physical intervention training	
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*These requirements are subject to a compliance notice

Recommendations

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

- ensure that the overall number, competence and deployment of staff, both as a staff group and on individual shifts, can fulfil the home's Statement of Purpose and meet the individual needs of all children resident in the home. In particular, ensure that there is a balance of experience in the staff groups working within each house at all times (NMS 17.1)
- ensure the home provides a comfortable and homely environment and is well maintained and decorated. In particular that repairs and replacement of fixtures, fitting and furnishings are undertaken in a timely manner. e.g. curtains and radiator. (NMS 10.3)

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.