

Inspection report for children's home

---

|                                |                 |
|--------------------------------|-----------------|
| <b>Unique reference number</b> | SC035954        |
| <b>Inspection date</b>         | 21 January 2010 |
| <b>Inspector</b>               | Karen Forster   |
| <b>Type of Inspection</b>      | Random          |

---

|                                |             |
|--------------------------------|-------------|
| <b>Date of last inspection</b> | 9 July 2009 |
|--------------------------------|-------------|

---

© Crown copyright 2010

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

You can obtain copies of The Children Act 2004, Every Child Matters and The National Minimum Standards for Children's Services from: The Stationery Office (TSO) PO Box 29, St Cripins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)

## 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.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

## The inspection judgements and what they mean

|               |                                                               |
|---------------|---------------------------------------------------------------|
| Outstanding:  | this aspect of the provision is of exceptionally high quality |
| Good:         | this aspect of the provision is strong                        |
| Satisfactory: | this aspect of the provision is sound                         |
| Inadequate:   | this aspect of the provision is not good enough               |

## Service information

### Brief description of the service

This service provides care for young people with a learning disability in two units, one providing long term care for up to four young people with varying degrees of learning disabilities. The second unit provides shared care support for up to four young people with varying degrees of learning disabilities. Both units have lounge and dining facilities, with access to the outdoor areas.

The home is situated in a cul-de-sac position, within a residential area, close to a retail and residential town development. The service enjoys reasonable access to public transport, as well as health and leisure facilities.

There were six young people present in the home during the visit, and four from this group contributed to the inspection according to their needs.

### Summary

This visit is an unannounced interim inspection, focusing on four of the Every Child Matters outcome areas, plus the additional outcome area of organisation. The enjoying and achieving outcome area is not inspected on this occasion. The actions and recommendations raised at the last inspection are reviewed during this visit. This is a satisfactory service, where outcomes for young people are acceptable and demonstrate care that generally meets individual needs. Areas for development include; care reviews and transition programmes for young people and first aid training for staff. The quality of the living environment is below standard with action issues which include; the management of the air temperature; the electrical safety in the property; the level of malodour in some areas and the amount of refuse left outside the home's bins. Access to toilet provision was reduced on the day of the inspection, as a toilet unit was not in operation.

The overall quality rating is satisfactory.

This is an overview of what the inspector found during the inspection.

### Improvements since the last inspection

The last inspection raised 14 actions, ten of which have been suitably addressed by the provider. The home has secured a copy of the latest food safety inspection report from the local environmental health department as required. The home's record keeping in relation to the duration of restraints and details of parental consent to emergency treatment, has been improved and now meets the standards. Personnel records now include details of employment histories and proof of the subject's identity, which meets the standards. The home's records now include details of the protection of children act list clearance for the Mencap staff operational in the home. The frequency of supervision for staff has been increased and is now more in line with the standard of one session a month.

All but three of the staff team have completed their training in the management of challenging behaviour which is good progress. The gas installation has now been checked by an engineer and the specialist bath unit has been removed. These developments have improved the health and safety of the home's occupants.

The remaining four actions have not been suitably addressed by the provider, and therefore are reissued following this inspection. These actions include; care reviews and transition programmes for young people; and the management of the air temperature and electrical safety in the property.

The last inspection raised eight recommendations, four of which have been suitably addressed by the provider. The records of restraints and sanctions are maintained in separate records and copies of personal education plans for looked after children are maintained in young people's records. Progress has been made with the implementation of a competence based induction programme and the home's Statement of Purpose now includes a reference to bullying.

The remaining four recommendations have not been addressed by the provider, and are reissued following this inspection. These recommendations include; access to the local authority's adult protection procedures; the inclusion of young people's cultural needs within their personal profile documents; a review of the home's consultation strategies with young people and the involvement of stakeholders within the home's quality assurance programme.

## **Helping children to be healthy**

The provision is satisfactory.

The last inspection raised an action in relation to the home's access to the last food safety report completed by the local environmental health department. This action has been suitably addressed and the report is available in the home, to inform the food safety standards within the service.

Since the last inspection, the home has developed its recording systems to meet the standards. The home now maintains written parental consent for staff to administer medication and first aid treatment to resident young people. However the number of staff trained in this area is below the standards, as there is not a first aid qualified staff member on duty at each shift.

## **Protecting children from harm or neglect and helping them stay safe**

The provision is satisfactory.

Children's safeguarding procedures are satisfactory, with young people's welfare given high priority. Staff confirm that they are aware of their responsibilities within the home's child protection procedures and have received safeguarding training. The local authority's safeguarding manual for young people is available within the home to complement the home's clearly written safeguarding policies. However access to the local authority's adult protection safeguarding procedures, as recommended at the last inspection, has not been arranged for staff who support individuals over the age of eighteen.

The last inspection raised actions in relation to; training for staff in the management of challenging behaviour and inclusion of the duration of restraints within the home's records. The written accounts of restraints now meet the recording requirements of the standards. In addition, separate records of sanctions and restraints are in evidence, as recommended at the last inspection. Seventeen staff have completed their training in the management of challenging behaviour. This means staff are familiar with de-escalation techniques and safe holds, to help keep young people safe.

The regular servicing of the home's utility installations was raised as an action at the last inspection. The gas safety certificate is complete and meets the standards, however the electrical installation report refers to the system being unsatisfactory. There is no evidence of remedial work to address the issues highlighted in the engineer's report. The specialist bath previously fitted within the home was in need of serious repair to maintain a suitable level of safety for users. The completion of the necessary remedial work was included within an action at the last inspection. The home has addressed this action to a satisfactory standard, with the removal of the specialist bath unit and replacement with a standard fitting.

Since the actions raised at the last inspection in relation to personnel clearance checks, the home has developed the recording of clearance procedures for staff to a satisfactory level. The personnel records now include details of the subject's full employment history and proof of their identity. Evidence is now provided regarding the protection of children act list clearance for Mencap staff operational within the home. Prior to the action at the last inspection, this staff group only had clearance against the protection of vulnerable adults list. This improved clearance is a positive development to keep service users safe.

### **Helping children achieve well and enjoy what they do**

The provision is not judged.

### **Helping children make a positive contribution**

The provision is satisfactory.

The inclusion of young people's cultural needs within their personal profile document in the home, was the subject of a recommendation at the last inspection. The internal personal profile documents were sampled again at this inspection, and there is minimal evidence of data relating to the cultural needs of the resident young people. This reduces the level of awareness amongst the carers in the home, in relation to the cultural and identity needs of the young people.

There is no evidence within young people's care records relating to the results of their care reviews. Although anecdotal information may be shared between the field worker and home staff, the lack of recording in this area impedes the carer's knowledge of placement objectives. It also makes it difficult to track an individual's progress and to plan for further development. This issue was the subject for an action at the last inspection.

There are strategies used within the home for the involvement of young people in their placement plans and daily choices. The use of picture communication systems is evident, which means that non verbal contributions from young people can influence their daily care and inform their activity choices throughout their day. However there is less evidence of young people's contributions to any plans or ideas for the service. This area was the subject for a recommendation at the last inspection.

### **Achieving economic wellbeing**

The provision is inadequate.

Transitional planning for eligible young people was the subject for an action at the last inspection. While young people are enabled to practise independence skills, and there is evidence of support plans for areas of self-care including continence, dressing and bathing; the lack of timely transitional plans has a considerable negative impact on the outcomes for young people. This means that young people aged 20 years or above are still resident within a children's home

setting, having major delays to their move to adult life. This feature also impacts on the service's ability to be wholly or mainly for young people, and is not in line with the home's Statement of Purpose.

The quality of the living environment is below standard. Single bedrooms are provided for young people which are adequately decorated and personalised. However the negative features evident within the living areas make the home less comfortable for the occupants. The air temperature in the shared care unit is excessively high, and there is no facility to regulate the level of heat within this area. An action was raised at the last inspection in relation to this issue, and temporary fans are currently in use. However these appliances do not maintain the air temperature at a suitable level, which means that young people can become overheated during their time within the home. There is a malodour evident within the entrance to the shared care unit, and dust has collected in the ceiling areas within the corridors of the residential unit. The waste bins in the car park area are overflowing, which means that bags of rubbish are stacked alongside the bins. On the day of the inspection, a toilet unit within the residential unit was out of order. This reduced the level of access to sanitary facilities for young people.

## **Organisation**

The organisation is satisfactory.

The home provides a written Statement of Purpose, which has been developed since the last inspection to meet the standards. The lack of information relating to bullying, has been suitably addressed to provide clear data for the reader.

The provider has satisfactorily addressed the frequency of supervision sessions, following the action at the last inspection. The majority of supervision programmes are completed on a monthly basis, in line with the standards.

At the last inspection the induction programme for residential care workers was mainly policy based. This meant that a recommendation was raised in relation to the provision of a competence based induction programme. The service has secured copies of the national induction standards for care staff provided by the Children's Workforce Development Council, as recommended. The lack of any newly appointed staff means there is no current evidence of the impact of this competence based programme.

The quality of care is monitored by senior staff members, and this system enables managers to judge the quality of care received by young people. There is a certain level of stakeholder feedback incorporated into the quality assurance programme, as recommended at the last inspection. However this evidence is minimal, and there is less evidence of action to improve outcomes for young people, based upon the findings of the quality assurance programme. This means that the feedback from service users, their families and social workers, along with the other results of the quality assessments, does not consistently inform or improve the care of the young people.

Since the recommendation at the last inspection, copies of personal education plans for looked after children are now maintained within eligible young people's records. This improved record keeping meets the standards, and informs carers about the educational placement and progress of the young people.

## What must be done to secure future improvement?

### Statutory requirements

This section sets out the actions, which must be taken so that the registered person meets the Care Standards Act 2000, The Childrens Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

| Standard | Action                                                                                                                                                                                                                                           | Due date        |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 13       | ensure that there is a member of staff on each shift who is qualified in first aid (Regulation 20)                                                                                                                                               | 1 April 2010    |
| 26       | provide a satisfactory electrical safety certificate for the premises (Regulation 23)                                                                                                                                                            | 1 March 2010    |
| 3        | ensure that care reviews are conducted and recorded in line with statutory frequencies (Regulation 12)                                                                                                                                           | 1 April 2010    |
| 6        | ensure that young people move on from the service in a timely manner, at an age that maintains the home as wholly or mainly for young people, and ensures that the service is operated in line with the statement of purpose (Regulation 4 (6) ) | 1 April 2010    |
| 24       | ensure that the home is kept free from offensive odours and suitable arrangements are in place for the disposal of general waste (Regulation 31 (3) )                                                                                            | 1 February 2010 |
| 24       | maintain a suitable air temperature within the shared care unit (Regulation 31)                                                                                                                                                                  | 1 March 2010    |
| 25       | ensure that toilet units are in full working order within the home. (Regulation 31)                                                                                                                                                              | 1 February 2010 |

### Recommendations

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

- secure copies of the local authority's adult protection procedures and the 'No Secrets ' guidance, for reference within the home (NMS 17)
- include full details of young people's cultural needs within their personal profile documents (NMS 2)
- review the current strategies for consultation with both long term care and short term care users (NMS 8)
- ensure that the living environment for young people is clean and dust free (NMS 24)
- use feedback from young people, their families and social workers to inform the home's quality assurance programme, and evidence the same. (NMS 33)