

Inspection report for children's home

Unique reference number	SC036262
Inspector	Katarina Djordjevic
Type of inspection	Full
Provision subtype	Children's home

Registered person	Derbyshire County Council
Registered person address	County Hall Matlock Derbyshire DE4 3AG

Responsible individual	Ian Johnson
Registered manager	Angie Brown / POST VACANT
Date of last inspection	19/11/2014

Inspection date	14/01/2015
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Previous inspection	inadequate
Enforcement action since last inspection	Significant shortfalls were identified at the full inspection in November 2014. As a result, two compliance notices were issued on 1 December 2014 in relation to safeguarding procedures and medication procedures. A monitoring visit took place on 16 December 2014 to assess progress in meeting the two compliance notices. The compliance notice regarding safeguarding procedures had been addressed. However, sufficient progress had not been made to address the compliance notice regarding medication procedures.

This inspection	
Overall effectiveness	adequate
Outcomes for children and young people	good
Quality of care	adequate
Keeping children and young people safe	adequate
Leadership and management	adequate

Overall effectiveness

Judgement outcome	adequate
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This is the home's second full inspection this inspection year. At the previous inspection in November 2014 significant shortfalls were identified resulting in an inadequate judgement. Seven requirements were made and two compliance notices issued relating to safeguarding procedures and medication practices.

The management team have continued to work hard to try to address the shortfalls

identified at the last full inspection and have made progress in meeting the requirements made. However, additional shortfalls have been identified and as a result, the home has been judged as adequate.

This inspection has identified further shortfalls about the competency of some staff. Staff do not always follow the home's procedures and the organisation of some shifts leaves young people and staff at risk of harm.

Young people remain happy and settled at the home and are continuing to make good progress. They are central to decision making in the home and about their future lives.

As a result of this inspection, five requirements have been made regarding young people's placement plans and associated care records; missing from care practices; the competency of some staff; the management of complaints and quality assurance systems. An action plan was received from the registered provider on 19 January 2015 outlining how they are addressing the requirements.

Full report

Information about this children's home

This children's home is owned and managed by the local authority. It can accommodate up to four young people with emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/11/2014	Full	inadequate
27/02/2014	Interim	good progress
23/10/2013	Full	good
13/12/2012	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
11 (2001)	promote and make proper provision for the safeguarding and welfare of children accommodated at the home; make proper provision for the care, education, supervision, support and, where appropriate, treatment, of children accommodated there. This is with particular reference to ensuring children's placement plans and risk assessments contain current information (Regulation 11 (1) (a) (b))	28/02/2015
16 (2001)	implement the home's missing child policy effectively ensuring young people are given access to the independent visitor on their return from	28/02/2015

	being missing (Regulation 16 (4) (b))	
24 (2001)	implement the home's complaints procedure effectively to ensure complainants are kept updated on actions taken (Regulation 24 (1))	28/02/2015
25 (2001)	shall ensure that there is at all times, a sufficient number of suitably qualified, competent and experienced persons working at the children's home (Regulation 25 (1))	28/02/2015
34 (2001)	establish and maintain an effective system for monitoring and improving the quality of care provided in the children's home. (Regulation 34 (1) (a) (b))	28/02/2015

Inspection judgements

Outcomes for children and young people **good**

Young people continue to benefit from living at the home where they are provided with stability and support from a caring staff group. They are happy and settled as they have good relationships with staff.

Young people's self-esteem and confidence continues to improve. This is because they feel valued and listened to as they play an active part in decision making in the home. For example, they are consulted about the décor in the home, food, activities and entertainment. Additionally, their achievements are recognised and celebrated which motivates them to work hard to improve their life opportunities.

Young people continue to engage with their educational provisions. One young person has recently been offered a place at two universities; the young person is very proud of their achievements so far.

Young people's risk-taking behaviour continues to reduce. This demonstrates that they are safer and are learning how to keep themselves safe. They are engaging with staff in key work sessions and with other professionals to change their behaviours. There have been fewer incidents of aggression and young people going missing.

Additionally, young people have made progress in their social behaviours in the wider community. This was evident during the Christmas period when young people and staff went out on a trip and due to adverse weather conditions they stayed in a hotel. Young people's behaviour was very good and they received praise for this; comments from staff included 'you were brilliant , you behaved very maturely'.

Young people continue to be supported both emotionally and practically with maintaining contact with their families and other people who are important to them. Some young people are spending more time with their families as a result of their improved behaviours.

Quality of care **adequate**

Young people receive care based on their individualised needs which promotes their wellbeing and identity. They all have placement plans and risk assessments (known as safe care plans) which are quite detailed. However, these records are not always updated when there is a change in need or there has been a significant event. This means that staff are not fully informed about young people's current needs and risks and has the potential to prevent staff from meeting young people's needs appropriately. Quality assurance systems including visits undertaken by the

independent visitor have failed to identify these shortfalls.

Young people's physical, emotional and psychological health and dietary needs are met. This is because they have routine health checks and have access to specialist support and advice services. They are actively encouraged to change behaviours which affect their health such as smoking and the use of alcohol and drugs. Staff continue to work closely with other professionals, including the child and adolescent mental health services (CAMHS). Staff have monthly meetings with the CAMHS team to discuss young people's behaviours and needs.

Young people have a healthy diet and are encouraged to take regular exercise. They enjoy a range of meals that are nutritious and their contribution to menu planning teaches them about healthy eating in preparation for adulthood.

Significant improvements have been made regarding medication practices since the full inspection and the monitoring visit on 16 December 2014. Staff have received further training and new recording systems are due to be introduced. The management team have been supported by another Registered Manager in making these improvements. Management monitoring of medication practices is much improved. These improvements ensure young people's health needs are being met and keep them safe.

Young people are supported to pursue their individual hobbies and interests. Some young people take an active part in the wider community as they are members of local sports clubs.

The home is a detached house situated in a residential area and has good access to community facilities. Young people are consulted about the décor in the home. Communal areas are furnished and decorated to a good standard.

Keeping children and young people safe adequate

Young people become safer as a result of living at the home. However, poor organisation of staffing and inappropriate actions by staff sometimes leave young people at risk. A recent behavioural incident was not appropriately managed which potentially placed young people and staff at risk of harm and injury. The management team were not informed of the incident; they became aware of it when the inspector raised the incident with them. Furthermore, incident report forms were not completed in line with procedures. This calls into question the competency of staff and does not enable managers to monitor that the management of young people's behaviour is safe.

There are clear procedures to follow in the event of young people going missing from care and when young people return to the home after being missing. Young people's risk assessments include individualised procedures to follow. Staff work very closely

with the police and other relevant agencies to try and keep young people safe and, as a result, the incidents of young people going missing reduce. The local authority has a number of independent advocates whose role is to meet with young people on their return (return interviews). However, staff do not ensure this procedure is implemented. This does not give young people the opportunity to raise any concerns they may have with an independent person.

There is a clear complaints procedure which young people know how to access. Records of complaints are now kept at the home as required. However, young people are not always kept informed of progress and actions taken when they have made a complaint. This has the ability to affect young people's confidence in knowing they will be listened to.

Since the last inspection staff have received further training and supervision focusing on child protection procedures. They now fully understand their responsibilities in reporting any child protection concerns promptly. As a result, young people are better protected from the risk of harm and abuse.

The management of behaviour is generally good and restraint is rarely used. Improvements have been made regarding the use of sanctions. The staff team have discussed the use of sanctions; these are now more appropriate, not excessive and aim to be restorative rather than punitive. Although there have been some improvements in the recording of restraint, recording of behavioural incidents in some instances is poor. This does not help the manager to monitor if the management of behaviour is safe and appropriate.

Improvements to staff recruitment checks have been made since the last inspection. The management team have wherever possible obtained information retrospectively where there were identified shortfalls. The management team have re-organised staff files which makes it easier to access and monitor information. They have also produced a staff recruitment checks matrix which makes it easier to monitor that staff have had appropriate checks. These improvements help to protect young people from the risk of harm and abuse.

Leadership and management

adequate

A new manager was appointed on 13 October 2014. She has transferred from another local authority children's home. The manager has many years' experience, is a qualified social worker and is in the process of submitting an application to Ofsted to register.

The management team have worked hard to address shortfalls identified from the first full inspection. However, they have also been carrying out some tasks unrelated to the running of this home. In effect, this has reduced their ability to concentrate fully on improving standards in the home and implementing robust monitoring

systems in all areas.

There have been some staff changes since the last inspection; some staff have transferred from other children's homes. This is mainly as a result of the re-organisation of the local authority's residential services. Although the staff team is experienced, shortfalls from this inspection call into question the competency of some staff. For example, the poor organisation of a shift where a young person had presented aggressive behaviours potentially placed other young people and staff at risk. A new member of staff was left alone at the home to supervise three young people including the young person who had been involved in the incident.

Quality assurance systems are still not robust enough. There has been intense management monitoring of medication practices and some new monitoring tools have been introduced. However, the management team and the independent visitor have failed to identify the shortfalls found during this inspection.

The home's statement of purpose has been updated since the last inspection. It now includes accurate information for young people, parents, carers and placing authorities about services provided.

Staff have received additional training and supervision since the last full inspection which has mainly focussed on safeguarding procedures and medication practices.

Improvements have been made as required regarding the recording of hours worked by staff. Staff rotas now include the hours worked by the management team and are clearer to follow. This makes it easier to ascertain staffing levels.

There is a clear system to notify appropriate authorities of all significant events relating to the protection of young people living at the home.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

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.