

## Inspection report for children's home

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| <b>Unique reference number</b> | SC037281         |
| <b>Inspection date</b>         | 07/02/2012       |
| <b>Inspector</b>               | Stephen Halliley |
| <b>Type of inspection</b>      | Interim          |
| <b>Provision subtype</b>       | Children's home  |

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|--------------------------------|------------|
| <b>Date of last inspection</b> | 09/05/2011 |
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## 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 (March 2011)*.

### The inspection judgements and what they mean

|                              |                                                                                                                                                                                                                                                                      |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Good progress</b>         | 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. |
| <b>Satisfactory progress</b> | 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.                                  |
| <b>Inadequate progress</b>   | 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.                            |

## Service information

### Brief description of the service

The home is operated by a local authority and provides care and accommodation for up to seven children and young people aged between eight and 14 years of age who have emotional or behavioural difficulties. The home is situated in a quiet residential area. The accommodation comprises of a large dining room, lounge, playroom, study room and large garden. Each child has their own bedroom.

### Progress

Since their previous inspection the service is judged to be making **satisfactory** progress.

This home was judged as good at the last full inspection in May 2011 with four requirements and two recommendations being made.

Since this time the Registered Manager and staff have demonstrated a consistent quality of care whilst working hard to improve the accommodation for young people while they await a major refurbishment to get underway. Managers are evaluating and enhancing the current level of service by addressing all requirements and recommendations as fully as possible within their remit.

There remains a system in place for the imposition of financial penalties but this is now solely used to make reasonable payment towards damage to property. However other sanctions have not always been directly relevant to behaviours displayed and have not been imposed within a reasonable timescale.

In terms of the requirements put in place around the structure of the home these have been partially met due to the delay in the building work commencing. The home has reduced its number of young people to three through planned transitions and not filling these vacancies prior to work commencing. This has resulted in the young people currently placed having adequate sleeping accommodation which has suitable storage and is adequately heated. The toilet and bathing facilities are sufficient for the current residential group and are a temporary measure until work is completed. The development plans allow for three bathrooms for a maximum of seven residents with three additional toilets on the ground floor. Rooms are being completely refurbished with some structural changes also taking place. A new boiler and heating system is to be installed as part of this project and it is envisaged that previous issues with heating and hot water supply will no longer occur. Though addressing these requirements fully has been beyond the direct control of the Registered Manager they have now begun to be addressed with the commencement of the refurbishment. However both requirements remain in place until the building work is completed and the new accommodation has been inspected.

Additionally a schedule of works and plans to ensure the children are provided with a homely environment without risk during the building work has not been forwarded to Ofsted as requested. Though the current situation is adequate this will change as work proceeds, including a period where there may be no hot water or heating. A plan was in place to take the young people to holiday chalets for a period of time while the heating system is replaced. At the same time they would attend school and continue normal routines from this base. Unfortunately this cannot happen as to proceed in this way would mean a breach of regulation, therefore alternative plans must be made immediately. Consequently the recommendation to provide this information to Ofsted remains in place. Young people will not be sharing sleeping accommodation during this work, this was never considered as an option by Managers and plans in place are clear that this will not be happening. With the current numbers in residence there is scope for each young person to maintain their own room, space and privacy for the entire duration of the refurbishment.

Staff and young people are clear that privacy is respected at all times and staff are consistent in knocking on bedroom doors and waiting to be invited in by young people.

There is regular monitoring of this home by an external visitor and by the Manager. The internal monitoring does not have a clearly defined section relating to consultation with young people, their families and social workers. These reports need to be forwarded to HMCI in line with regulation. Supervision sessions are checked as part of this monitoring and they show good recording and evidence of actions to be taken but stating a, 'minimum of one hour normally' as a duration for supervision sessions is not sufficient to fully meet the national minimum standard.

Young people are happy in the home and are not showing signs of being too disturbed by the work going on. There is a clear signing in system in place for the builders and they have an area of the building in which they can make tea and take breaks without impinging on areas used by young people. Educationally young people appear settled and plans are in place to address longer term issues for two young people. All young people seen were happy and relaxed in the company of staff and it is clear that these relationships are good and based on mutual respect and a genuine warmth towards the young people. There is clear consultation about daily plans, menus, activities and décor and this is to include young people being involved in choosing carpets, curtains and paint colours when the building work is complete. Young people feel safe and are kept safe and they are actively involved in plans for their futures, one young person choosing his secondary school of choice despite it meaning a 10 hour day including travel. Transition plans and long term plans take place at a pace appropriate to individual young people and this all results in young people receiving structured care which is carefully planned to meet their needs.

## **Areas for improvement**

## 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   |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 31<br>(2001) | keep all parts of the home in sound construction and in good structural repair internally, ensuring it is suitably furnished to meet the needs of children accommodated. Ensure each child is provided with sleeping accommodation with adequate storage space (Regulation 31 (2) (d) (e) (4)) | 30/06/2012 |
| 31<br>(2001) | ensure that each child is provided with sleeping accommodation which is adequately heated, and appropriate to their need. Ensure there are a sufficient number of lavatories, showers and baths for the number and sex of children accommodated. (Regulation 31 (5) (a) (b))                   | 30/06/2012 |

## Recommendations

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

- provide Ofsted with a plan to ensure children are provided with a comfortable and homely environment, without risk, during building work, which includes timescales for completion (NMS 10.3)
- ensure a written or electronic record is kept by the home detailing the duration of any supervision held for each member of staff (NMS 19.5)
- ensure sanctions and rewards for behaviour are clear, reasonable and fair and are understood by all staff and children (NMS 3.8)
- ensure the manager sends copies of Regulation 34 reports to HMCI at six month intervals. (Children Act 1989 Guidance and Regulations, volume 5: Children's Homes paragraph 3.14)