

Inspection report for children's home

Unique reference number	SC038435
Inspection date	04/03/2014
Inspector	Dawn Bennett
Type of inspection	Interim
Provision subtype	Residential special school (>295 days/year)

Date of last inspection	02/05/2013
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Service information

Brief description of the service

This provision is a children's home registered by Ofsted and a 52-week independent residential special school, registered and approved by the Department for Education. It is for boys and girls aged 6 to 17 years with severe and complex learning needs.

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 **satisfactory progress**.

The overall rating for this service at its last full inspection on 2 May 2013 was adequate. At this inspection 6 requirements and 4 recommendations were made. The home's management team used the requirements and recommendations to undertake very thorough reviews of systems and staff practice. These have resulted in new training, revised recording and some major strategic changes which are in the process of being embedded into the day to day operation of the home.

All staff have received training in relation to fire prevention. Training in relation to infection control has been reviewed, updated and a new training package has been implemented for all staff. These actions ensure all staff are trained to meet the needs of the young people they support.

Measures of control, restraint and discipline are being clearly recorded in a timely manner. Systems in the home have been reviewed to ensure all staff are supported and de-briefed after challenging incidents. For example, staff handover logs have been revised to ensure any incidents are discussed before the end of a shift. The

duty care manager on site ensures any staff involved in an incident are provided with initial support before they finish their shift. The home has also introduced a programme of emotional resilience training. This and other systems have been strengthened and newly introduced to support staff in challenging and stressful situations while also helping them to develop skills when managing similar circumstances in the future.

Systems to ensure good quality staff supervision takes place on a regular basis have been reviewed. As a result, training has been delivered on the mindfulness of stress within the organisation. Team Leaders are ensuring time is allocated to supervisions on the staff rotas. Care managers are monitoring that supervisions are taking place. The service is also piloting weekly reflective sessions lead by an external facilitator. These sessions are taking place for groups of care and education staff working with particularly challenging young people. The aim of these sessions is to develop staff understanding of young people and develop relationships and strategies to improve their outcomes. Strategies continue to be developed to ensure quality staff support and supervision is a priority within the service.

The home's internal systems for monitoring the quality of the service have been redesigned. They include the views of students, parents and local authorities and copies are sent to Ofsted at the required intervals. The system for recording complaints has also been revised and now clearly records the actions taken as a result of a complaint and any outcomes.

All meals are cooked in the main kitchen and are serviced either in the homes or in a central dining room. There are choices at each mealtime but these choices do not ensure all young people are eating nutritional, balanced meals. Some young people chose to eat a mixture of all the food on offer at a mealtime rather than being helped to learn what a balanced meal looks like. For some young people, choosing the healthy option on offer rather than the not so healthy option is a challenge. The senior management team are in the process of reviewing the nutritional balance of the menus and how young people are supported to maintain a healthy diet.

This children's home employs a large number of staff. They are currently running with some vacancies that are covered either by bank or agency staff. Shifts are planned so that agency and bank staff work alongside experienced staff. On the whole staffing levels are good and in line with young people's care plans. However, there are occasions when the needs of some young people are so complex that they effect the staffing requirements of the other young people they live with. On these occasions senior management are not always being proactive in quickly providing additional staff input or support to meet all young people's needs.

This home continues to review and re-evaluate its strengths and areas for development around the changing needs of young people. Staff feel recent consultation processes have been thought provoking. That they have provided them with valuable opportunities to share their ideas and have a real input into the future development of the service.

Areas for improvement

Recommendations

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

- ensure the overall number, competence and deployment of staff, both as a staff group and on individual shift, can fulfil the home's Statement of Purpose and meet the individual needs of all children resident in the home (NMS 17.1).
- children understanding their health needs, how to maintain a healthy lifestyle and to make informed decisions about their own health and development. This specifically relates to young people eating a healthy balanced diet (NMS 6.1)

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*.