

Inspection report for children's home

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| <b>Unique reference number</b> | SC039087          |
| <b>Inspection date</b>         | 18 September 2009 |
| <b>Inspector</b>               | Sarah Oldham      |
| <b>Type of Inspection</b>      | Key               |

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|--------------------------------|---------------|
| <b>Date of last inspection</b> | 12 March 2009 |
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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.

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

The home is a 72 Foot narrow boat that travels around the canal network of the entire country. It is registered for one young person of either sex from aged eight to 17 years. It has been registered as a care home since 14 January 2005 but had previously been used as a holiday placement for children.

### Summary

This inspection was announced, with an aim to inspect how well the service supports young people with reference to the five outcomes of the Every Child Matters framework, Being Healthy, Staying Safe, Enjoying and Achieving, Positive Contribution and Economic Wellbeing.

Young people are referred to the service following an assessment of need by their placing authority. The service supports young people who require individual support and who benefit from a 2:1 staffing ratio.

Since the last inspection the manager of the service has been registered with Ofsted.

During this inspection, it was identified that there were some areas of improvement required to meet shortfalls in the service. The organisation are in the process of updating policies and procedures to comply with the National Minimum Standards and Children's Homes Regulations 2001. These are in the process of being implemented.

Levels of information maintained at the service for individual young people identified that there was a lack of current information within placement plans to reflect levels of care and support required. A review of the information has not been undertaken. Important Looked After Children (LAC) information was maintained at the organisations head office and not on individual young peoples file. This could impact on the care and support provided to the young people.

Documentation regarding behaviour management was incomplete and this had not been identified during the monitoring of the service by the manager or by the independent visit by a senior manager of the company. These monitoring visits and subsequent reports had not been undertaken on a monthly basis in accordance with the Children's Homes Regulations 2001.

The service ensures that staff have access to training and all staff have undertaken induction training, safeguarding and child protection. Young people who engaged in the inspection process said that they enjoyed their placement and felt that they were looked after well by the staff team.

Staff and young people had a good relationship and staff provided ongoing support to assist to meet the educational and leisure needs of the young people.

The overall quality rating is inadequate.

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

## **Improvements since the last inspection**

At the previous inspection there were no young people in placement, therefore the inspection was limited. This time, a full key inspection has been undertaken, with all the key standards assessed whilst the service has young people in placement.

### **Helping children to be healthy**

The provision is inadequate.

Individual health care needs for young people are not clearly recorded within placement plans maintained at the home. The Looked After Children (LAC) documentation is held at the main office, including information on parental consent for medical treatment. This does not ensure that individual health care needs are clearly identified to enable staff supporting young people, to be aware of all health care needs and how those needs are to be met. Young people are registered with a doctor, dentist and optician and are supported to attend appointments. However, it is unclear of the procedure for the staff to follow when a young person becomes ill and the boat is a distance away from health care resources that would normally be used. Previously, there was a document available informing staff of the addresses and contact details of the walk in centres and the hospitals along the routes that the boat took. At the time of the inspection, this document was not available. This could place young people at risk in the case of an emergency or if the young person becomes ill. In addition to this there is no information in place to identify who holds a recognised first aid certificate on each shift.

There is appropriate lockable storage for medication and staff are aware of the importance for clearly documenting any medication administered to young people, both prescribed and non prescribed.

Young people are encouraged and supported to be involved in the planning, shopping and preparation of meals. Due to limited storage space on the boat, shopping is undertaken on a regular basis enabling the purchase of fresh goods. However, this is not clearly reflected within copies of menus maintained.

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

The provision is inadequate.

There are adequate facilities on board the boat to ensure that the privacy of young people is maintained. There are locks on the doors between each section of the boat. This enables the young person to have privacy within their own sleeping area on the boat. Documentation is stored securely within lockable cabinets in the office area of the boat. There is a complaint policy and procedure in place. Young people are made aware of how to make a complaint through the children's guide, and young people spoken to said that they felt confident about raising any concerns or making a complaint.

Child protection policies and procedures are in place and all staff have received training and guidance regarding this. The children's guide contains information about bullying and support available to the young people if they are being bullied.

The home has a policy and procedure regarding young people who are absent from the home without authority. However, the individual risk assessments for young people and placement plans do not clearly record the individual agreed procedures to follow. This does not ensure

that a consistent response when an individual young person is absent from the home without authority.

Policies and procedures have been updated, including the behaviour management policy. However, these policies have not been implemented and staff are unclear about the procedures to follow. Individual placement plans for young people do not contain detailed information regarding how individual young people will be supported with their behaviour. Sanctions made have not been routinely monitored and show that there is some inconsistency for young people. All staff have received training regarding physical intervention. However, one record inspected was incomplete and did not provide consistent information. This does not ensure that young people are effectively safeguarded. In addition, due to the limited space on the boat, a risk assessment has not been completed regarding physical interventions.

The boat is serviced on a regular basis and maintenance work is undertaken as required. Fire detectors are in place and these are checked on a weekly basis. All staff and young people have undertaken fire drills and health to ensure that they are aware of what to do in the event of a fire. The boat has appropriate current public liability insurance in place and also has a current Boat Safety Certificate.

Recruitment and selection of staff is undertaken in accordance with the Children's Homes Regulations and Standards. The staff team have remained consistent with a mixed gender balance to provide support to young people.

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

The provision is satisfactory.

Young people receive support on an individual basis and this is documented within the daily care records. Staff are aware of their role and responsibility to ensure that the individual support provided is in accordance with individual placement plans.

There are satisfactory arrangements in place to assist young people in continuing their education. Young people are enrolled in the organisation's 'Learning for Life' school. It provides a range of academic work which is adapted to fit in with practical learning taking place on the boat. Personal education plans are obtained as required.

Young people have access to a range of leisure facilities aboard that includes television, DVD player and fishing equipment. Young people are also able to access leisure facilities and points of interest in and around the location of the boat. Many of the activities are related to the management of the boat and young people often respond very well to this. This contributes directly to their sense of well-being and achievement.

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

The provision is inadequate.

Individual placement plans are not consistently in place to ensure that a young person's individual current needs are clearly identified and a plan in place demonstrating how those needs will be met whilst in placement. The Looked After Children (LAC) documentation in place was not available at the time of the inspection due to it being retained at the organisations main office. This does not ensure that there are robust mechanisms in place to meet individual needs. Reviews of care needs were not in place and this again impacts on the level of care and support

provided to individual young people. Details regarding contact were in place and these were known to the staff and the young people.

Wherever possible, prior to admission onto the boat, young people are invited to visit. If this is not possible, they are provided with information about the service to enable them to have an understanding of what to expect and the services that they will receive. Staff support young people to move on from the placement in a planned way.

The views of the young people regarding the service are gained to ensure that they are involved in making decisions about their lives and also about their time spent whilst on the boat. Staff also liaise with the placing authority social worker on a regular basis to establish their views of the placement.

### **Achieving economic wellbeing**

The provision is not judged.

### **Organisation**

The organisation is inadequate.

There is a statement of purpose in place that contains information about the service. This document has been reviewed and updated, however additional information relating to staffing is in the process of being amended. Young people are provided with information about the aims and objectives of the service including what to expect whilst living there. They are also able to access the statement of purpose.

Staffing levels are appropriate to provide support to young people. However, there has been a recent change in staff to cover for absence and this has not been clearly reflected within the staffing rota. Staffing rotas and information does however, ensure that when there is an absence from a regular member of staff, the organisation ensures that the replacement staff used to cover the home are the same staff. This enables a consistency of staffing for the young people.

Staff have access to ongoing training and development. A copy of the training undertaken by staff is recorded on the main training matrix and plans are in place to ensure that all staff have individual training and development profiles held on their individual supervision files. Supervision for staff is provided by the manager. Some supervision sessions have not been undertaken and this does not comply with the supervision policy of the organisation. The manager was aware of this and a new supervision timetable is being implemented.

The manager does undertake monitoring of the documentation completed. However, there are some gaps in this monitoring. The outcome of this is that documentation that has been completed incorrectly has not been identified within appropriate timescales and this could impact on the care and support provided to the young people. This is also the case with the independent monitoring undertaken by senior managers within the company. However, the organisation is aware of its role and responsibility to complete this visits and provide a copy of the independent Regulation 33 reports to Ofsted commencing with the August report being submitted in September 2009.

The promotion of equality and diversity is satisfactory. Staff teams are generally mixed gender and have the necessary skills to promote and improve equality and diversity.

Staff are recruited in accordance with the organisations policy and procedures for recruitment and selection of staff. Staff files were inspected previously and there have been no further staff recruited at the time of the inspection.

The files for young people do not have all relevant information for individual young people and this does not ensure that staff have access to all the information they require to promote the needs of the young people at all times. However, staff complete daily logs to provide an overview of the care and support provided to the young people during their placement.

## 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        |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 12       | ensure that the young people have their access to medical support and advice to meet individual needs (Regulation 20 (2)(b))                                                                                                                                                                      | 12 October 2009 |
| 12       | ensure that at all times, at least one person on duty has a suitable first aid qualification (Regulation 20 (2)(e))                                                                                                                                                                               | 19 October 2009 |
| 22       | ensure that the behaviour management policy and procedure complies with the Children's Homes Regulations 2001. (Regulation 17 (2)(a)(b))                                                                                                                                                          | 12 October 2009 |
| 22       | ensure that within 24 hours of the use of any measure of control, restraint or discipline in the children's home, a written record is made in a volume kept for the purpose and includes all details as identified in Regulation 17 (4) (Regulation 17 (4))                                       | 12 October 2009 |
| 19       | ensure that there is a written policy and procedure in place for when a child accommodated at the home is absent without authority and this procedure is known to all staff (Regulation 16 (4)(b))                                                                                                | 12 October 2009 |
| 26       | ensure that unnecessary risks to health or safety of children and young people accommodated at the home are identified and so far as possible eliminated (Regulation 23 (c))                                                                                                                      | 12 October 2009 |
| 32       | ensure that independent visits to the home are undertaken on a monthly basis to assess the standard of care provided in the home, prepare a written report on the conduct of the home and provide a copy of the report to the home and to Ofsted (Regulation 33 (2)(b)(c) (4)(a)(b)(c) (5)(a)(b)) | 12 October 2009 |
| 33       | ensure that there are effective systems in place to monitor matters set out in Scheduel 6 of the Children's Homes Regulations 2001 (Regulation 34 (1)(a)(b))                                                                                                                                      | 12 October 2009 |

|    |                                                                                                                                                                   |                 |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| 35 | obtain the information specified in Schedule 3 in respect of each child to be included in individual case files for children and young people (Regulation 28(1)). | 12 October 2009 |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|

## Recommendations

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

- ensure that children and young people are provided with a varied, wholesome and nutritious diet providing choice and this is clearly reflected within the records of menus served (NMS 10.3 & 10.4)
- ensure each young person has a clear written health care plan (within their placement plan) that clearly identifies how all their health care needs are to be met (NMS 12.2)
- ensure that the policies and available for all staff are in an accessible format and contain details as identified in Appendix1 of the National Minimum Standards for Children's Homes and accurately reflect the statement of purpose. (NMS 1.4)
- ensure that a written copy is maintained on file, containing written permission from a person with parental responsibility for each child, for the administration of first aid and appropriate non-prescribed medication (NMS 13.4)
- ensure that regular monitoring of record books is undertaken to monitor compliance with the home's policy, procedure and guidance to identify patterns in incidents and to address any implications for the care of individual young people and current care practice (NMS 22.11)
- ensure all staff receive one to one supervision from a senior member of staff each month (NMS 28.2).