

Inspection report for Children's Home

Unique reference number	SC039087
Inspection date	23/03/2011
Inspector	Sarah Oldham
Type of inspection	Random

Date of last inspection	11/10/2010
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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 outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

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

The overall quality rating is satisfactory.

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

This inspection random inspection looked at the progress the setting has made with the actions and recommendations made at the previous inspection undertaken in October 2010. In addition, the inspection focused on how young people are supported under the staying safe outcome area. Being healthy, enjoying and achieving, positive contribution, economic wellbeing and organisation were not assessed during this inspection.

The home provides young people with a satisfactory level of care and support. Young people have good relationships with staff who encourage and support the young people to develop new skills. The home has policies and procedures in place to support young people to be safe. However, there is some shortfall in recording to ensure that the procedures are adhered to. As a result of this inspection five actions and two recommendations have been made.

Improvements since the last inspection

At the previous inspection four actions and six recommendations were made. The first action related to ensuring that all information regarding staff appointed to work at the home adhered to Schedule 2 of the Children's Homes Regulations 2001. This has been appropriately addressed by a review of the recruitment and selection process and ensuring that all staff files contain the required documentation. The second action was in relation to ensuring that when a young person was no longer in full time education then appropriate support is provided to enable young people to make arrangements for further education, training or employment. This related to a specific young person who has now left the home. However, procedures are in place to support any young person, when they have left full time education to access appropriate resources to plan for their future. The third action related to ensuring that all parts of the home were adequately lit, heated and ventilated and are suitably decorated and furnished. Since the last inspection, a new heating system has been installed and a refurbishment of the home has been undertaken. Although there is still some decorating to be finished, the home is now appropriately heated and furnished. The final action was to ensure that there is an effective monitoring system

in place to monitor the performance of the home against its Statement of Purpose and that records maintained reflected this. There is a monitoring system in place. However, during this inspection it was identified that there were some shortfalls in the recording systems used within the home. These included accident reports not being completed consistently, and some recording on individual young people not being updated with all significant events that had occurred. This was discussed with the manager and a senior manager of the company at the time of the inspection. This action has been carried forward at this inspection.

With regards to the six recommendations made, three of these have been addressed in full, two partially and one is still unmet. The first recommendation related to the records of menus demonstrating provision of a suitable and varied diet. Young people are provided with a choice of food and are encouraged to have a balanced diet. Records viewed at this inspection and discussion with young people demonstrated that this is taking place. The second recommendation was to ensure that records are maintained of children's meetings. Some meetings have been recorded but not on a consistent basis. This does not demonstrate that the views of young people are gained although through observation and discussion with young people and staff at the time of the inspection, it was evident that staff ensure that the views of the young people are sought. The third recommendation related to the décor of the home. This recommendation has been addressed with the updating and refurbishment of the home. There are some areas that require further painting but there is a maintenance plan in place to address this. The recommendation with regards to a written record of staff training has been addressed. A training matrix is in place that identifies all training undertaken by staff and future training planned. The fifth recommendation with regards to ensuring that a minimum of 80% of staff hold a National Vocational Qualification Level 3 in Caring for Children and Young People is ongoing. Staff who have not completed this training are in the process of doing so. The final recommendation related to ensuring that a manager is appointed and registered with Ofsted. A manager is in post, however, an application to register with Ofsted has not been submitted.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is satisfactory.

Information held about young people is securely stored and staff demonstrate a good awareness of the need to keep information confidential. Young people have their own cabin and there are secure storage facilities within this area for young people to use. Young people use mobile telephones to make and receive calls and are able to do so in the privacy of their own cabin. They are given information about the home's complaint procedures when they arrive at the home. This enables them

to know how to raise any issues or concerns through staff, the manager or through external agencies. Records show that complaints are dealt with effectively and in line with the home's procedures.

There are procedures in place to promote the safety and welfare of young people. All staff receive training in child protection and safeguarding. Staff have an understanding of child protection issues. Due to the boat moving through several local authority areas, the head office has computer links to individual Local Safeguarding Children's Board procedures for each authority. This ensures that staff have access to appropriate procedures to follow. The home only provides care for one young person, so bullying is not an issue for young people to be concerned with.

There is a missing from home policy which is known and followed by staff. Individual risk assessments are in place for young people. Staff follow procedures and records are maintained of any unauthorised absence.

Daily records and records of significant events are maintained. However, there is some inconsistency of recording with different log books being used and some recordings not being included. An example of this is a minor injury being sustained by one young person not being recorded or an accident form completed. A lack of recording does not demonstrate how staff support young people in promoting their safety and wellbeing. There has also been a delay in notification of significant events being notified to Ofsted within the appropriate timescales as required by the Children's Homes regulations 2001.

Young people's behaviours are assessed and identified risks are recorded to help staff work with young people safely. The focus for managing behaviour is based upon the promotion and reward of positive outcomes and actions. Training in behaviour management including de-escalation techniques and the use of physical interventions is provided to staff together with written guidance. The use of restraint is rare. Records of restraints or physical intervention are maintained. However, on one record the actual restraint used was unclear and did not adhere to the method of intervention that staff are trained in. This could impact on the safety of the young person and staff involved.

Health and safety systems are satisfactory. The boat is serviced and maintenance work is undertaken to ensure that the boat is canal worthy. The boat is equipped with fire fighting equipment for safety reasons. There are regular fire drills held to ensure that young people know how to evacuate the boat safely in the event of fire. Appliances on the boat are contractually serviced and records are maintained of these.

Helping children achieve well and enjoy what they do

The provision is not judged.

Helping children make a positive contribution

The provision is not judged.

Achieving economic wellbeing

The provision is not judged.

Organisation

The organisation is not judged.

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/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

Std.	Action	Due date
22	ensure that measures of control or restraint adhere to the agreed measures as agreed within the behaviour management policy (Regulation 17 (1)(2)(a)(b))	30/04/2011
13	ensure that each child has access to such medical advice and treatment as he requires (Regulation 20(2)(b))	30/04/2011
35	ensure that the information, documents and records specified in Schedule 3 relating to a child is kept up to date and signed and dated by the author of each written entry (Regulation 28 (1)(a)(b)(c))	30/04/2011
34	ensure that an individual is appointed to manage the children's home and that registered provider shall give notice to Ofsted of the name of the person appointed; and the date on which the appointment is to take effect (Regulation 7 (1)(2)(a)(b))	30/04/2011
33	ensure there are systems in place to monitor matters set out in Schedule 6 of the Children's Homes Regulations 2001 at suitable intervals. (Regulation 34(1))	30/04/2011

Recommendations

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

- ensure that there are records of children's meetings are maintained (NMS 8.1)
- ensure a minimum ratio of 80% of all staff are trained to National Vocational Qualification at level 3 in Caring for Children and Young People (NMS 29.5)