

## Inspection report for Children's Home

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| <b>Unique reference number</b> | SC044231                          |
| <b>Inspection date</b>         | 16/02/2011                        |
| <b>Inspector</b>               | Michelle Moss / Maria McGranaghan |
| <b>Type of inspection</b>      | Random                            |

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| <b>Date of last inspection</b> | 15/09/2010 |
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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**

This service offers a home to four young people with learning disabilities. The home is registered for both genders. The home is a detached property standing in its own grounds. There is an enclosed rear garden. Premises are suitably adapted to support the young people's needs.

The home is situated approximately three miles from a nearby city centre. The home has a vehicle and is close to bus routes that connect it with the local community and rail links. The home has space and rooms for young people to pursue their leisure interests and hobbies. Shops and supermarkets are accessible within the surrounding community.

The organisation responsible for the home also operates an independent 52 week residential school.

## **Summary**

The overall quality rating is good.

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

The purpose of this unannounced interim inspection was to follow up three actions and three recommendations raised at the last key inspection. In addition, a specific focus was placed on reassessing outcomes under staying safe. The home has made excellent progress in addressing previous shortfalls and in doing so have enhanced their recording systems, training and their internal quality assurance system. The only remaining shortfall relates to water temperature safety.

Young people continue to have wrap-around care which is delivered by dedicated and enthusiastic staff. The home creates a supportive and nurturing environment in which young people can develop and grow. However, there are two new shortfalls resulting from this inspection that relate to the home's complaints procedure and restraint monitoring, both of which, are not enabling young people to have their rights fully promoted. Despite these shortfalls, the home continues to provide a child-centred service in which young people are given all the support they need to help them reach their full potential. As a consequence, no change has been made in the quality judgement for the service.

### **Improvements since the last inspection**

The home has made positive steps to make improvements in the welfare of young people. For instance, assessments are now in place for assessing any potential bullying that might relate to behaviour. These assessments are helping to identify the potential times or places where the risks of bullying could be greatest. Also,

increased opportunities for training in countering bullying are being established and delivered at both formal and informal levels. As a consequence of this improvement, staff are increasing their knowledge in safeguarding young people.

Improvements in monitoring hot water temperatures have started and are giving young people better protection from the potential risks of scalding. Nevertheless, the staff are not testing all hot water outlets that can be assessed by young people, namely, frequently used sinks. More positively, there has been some fantastic work undertaken in developing the placement plan. For instance, all young people have pupil information files. These are child focused, with all text supported by pictures and symbols familiar to the young person. This is increasing their empowerment to influence their care. Similarly, staff are also finding the new presentation easy to access to gain the essential information needed to best meet the needs of the young people.

The Registered Manager is providing a more informative evaluation in their Regulation 34 report. This is no longer relying solely on a checklist approach, but instead demonstrates performance is assessed, issues are picked up and action taken to improve. This more comprehensive approach is helping young people to have their care monitored more rigorously and adapted continuously in the light of information gathered by the Registered Manager. There has also been good progress made by the organisation in helping care staff to gain recognised qualifications for working with young people. This has been made possible by the organisation's increased enrolment of staff on the relevant awards and in helping them secure an appropriate first aid certificate.

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

The provision is not judged.

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

The provision is good.

The care staff demonstrate through their practices their utmost respect towards young people. They show warmth in their care of young people including having a clear understanding over their responsibilities to safeguard and promote their welfare. There is respect relating to young people's rights to private time and about preserving dignity. There continues to be a strong focus placed on using multi-professionals in helping to meet young people's needs. There are clear examples of the home keeping young people safe. For instance, individual risk assessments reflect their level of vulnerability and key areas of risk. There are young person specific behaviour management plans and behaviour de-escalation techniques that help the staff best support young people whilst protecting them from harm. Young people are also fully protected from being targeted by bullying through behaviour displayed by their peers. This includes having detailed risk assessments in place that

capture the extent of risk and known triggers that can increase the potential of bullying. There have been no occasions since the last inspection where a young person has gone missing from care. Nevertheless, procedures remain familiar to staff in the event a young person was to go missing. These procedures take into account the level of vulnerability young people have and the need for additional agency involvement, such as the local police.

There are procedures in place for dealing with complaints. Nevertheless, young people's limited communication means expressing concerns are not vocalised or immediately recognised. The involvement of an advocate and assessing changes in behaviour are not linked to the complaints procedure. These shortfalls hinder staff identifying and acting on early triggers of potential concerns and viewing them as possible complaints.

Restraint records are retained within separate bound and numbered books. The records kept in these books are detailed and provide an accurate reflection of the level of intervention required. The vast majority of entries demonstrate the home is not using excessive or inappropriate physical interventions to manage behaviour. However, there are occasional physical interventions that require periods of direct physical restraint lasting up to 20 minutes. The significance of this time is not subjected to a more comprehensive evaluation or procedural system that triggers a more in-depth assessment to why a young person's behaviour needs such a long period of restraint. This absence of additional safeguard means staff practices in conducting restraints are not always subjected to a responsive monitoring system that reflects the extent of intervention.

Young people remain protected from fire and other hazards within the home. There are good systems in place to ensure that young people, members of staff and visitors to the home are kept safe and free from hazards. Nevertheless, checking hot water temperatures accessed by young people is limited to showers and baths and not sinks. Therefore, the potential risk associated with scalding is not totally eliminated. Fire drills are carried out at regular intervals to help young people and staff retrain familiarity with how to safely exit the home in the event of a fire. Recruitment procedures remain tight to ensure the safety of young people remains stringent in terms of appointing new staff.

### **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?**

### **Recommendations**

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

- ensure the monitoring of restraints are fully evaluated so that the length of time physical intervention is used is not at risk of becoming excessive (NMS 22(6)(11))
- enhance the safety of young people in the setting by ensuring that a record is maintained of all hot water temperature outlets (NMS 25(8))
- make sure the staff are sufficiently knowledgeable about assisting young people to raise concerns where they have communication impairment. Also, that young people are able to access advocates who can help them raise complaints. (NMS 16(1)(3)(6))