

Inspection report for children's home

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Inspection date	11 January 2010
Inspector	Jackie Callaghan
Type of Inspection	Random

Date of last inspection	21 October 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 one of four homes within the company. The manager also oversees another home nearby. The home is registered to provide care for up to two children or young people who have emotional and/or behavioural difficulties; there are no young people currently living at the home.

The home is a detached house situated on a main road. It is a short walk from local amenities and public transport with only a few immediate neighbours. Young people have their own bedrooms and access to three living areas and a secure rear garden.

Summary

The home is currently not providing accommodation to children and young people. Our inspection methodology relies on evidence found at the time of inspection and this essentially includes users' views about the service. As this evidence is not available when there are no children and young people present we have completed a proportionate inspection; the purpose of which is to decide that should an admission be made the service would be able to work to a satisfactory standard.

The home's last inspection judged their overall rating as good. Standards of care have not fallen. However, as the paragraph above states because there are no young people currently at the home they can only be given the grade of satisfactory.

This inspection focused on the outcome areas of being healthy, staying safe and organisation. One recommendation made at the last visit has been repeated. Staff are still awaiting training on physical intervention. The company, however, have been working hard to resolve this and are hopeful that the training will commence soon. Staff supervision has been disrupted. This is due to staff having to move between homes. This has the potential to compromise the care provided to young people.

The overall quality rating is satisfactory.

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

Improvements since the last inspection

At the last inspection the Registered Manager was asked to ensure that written records comply with all aspects of the national minimum standards. Recommendations were also made to ensure that young people who keep and administer their own medication are assessed to do so and that staff receive physical intervention training.

A full and detailed risk assessment is now in place to show that young people administering their own medication are safe to do so. The record of a young person missing from the home now fully details all of the required aspects. This ensures that young people's welfare is protected because staff are monitoring their whereabouts and records fully show at a glance any patterns and trends that might be occurring.

The company have been trying to access training so one of their managers becomes a physical intervention trainer. However, this individual cannot undertake a trainer's course until they have received a basic staff course. A date for this has yet to be confirmed. It is acknowledged

that the company are working hard to resolve this issue. However, the recommendation will be repeated as they are still not fully compliant.

Helping children to be healthy

The provision is satisfactory.

The Registered Manager shows a sound understanding of the benefits of encouraging young people to eat healthily. For example, by providing guidance around menu planning that balances diet with each individual's preferences.

A health care plan template is in place and is given out as part of the admission process, so as to help staff identify young people's health care requirements before they come to live at the home. The Registered Manager has taken action to ensure that systems are in place to inform staff about how to administer medication safely.

Protecting children from harm or neglect and helping them stay safe

The provision is satisfactory.

Staff believe that every child and young person is important and that they should be treated as individuals. They are entitled to respect, courtesy and full recognition of their rights which promote their privacy. This includes their right to complain and there is clear guidance and information in the home so as to enable young people to raise any issues or concerns.

The provider shows a commitment to ensuring that staff receive on-going child protection training and are following the latest inter-agency policy and its reporting procedures. There is an anti-bullying policy which states clear aims that victims of bullying will be supported, as well as an intention to comfort and work with the bully. This is to enable the bully to acknowledge their behaviour and make a change in order to re-build their self-esteem.

Staff are awaiting physical intervention training. However, some delay has occurred in providing this training. Although there has been no need for staff to physically intervene for sometime. If the need was to arise then staff are at risk of intervening differently which has the potential to compromise young people's welfare.

Risk assessments are in place on all activities that young people may do. These will be reviewed and adjusted to meet individual needs of young people when placed. Routine checks of emergency lighting and fire alarms are taking place to maintain a safe environment for young people. There are satisfactory recruitment procedures in place to ensure that all the necessary checks are carried out before staff commence work at the home. This includes the required enhanced checks with the criminal records bureau.

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 satisfactory.

The home provides a Statement of Purpose which identifies the services provided to young people while residing at the home. To support the Statement of Purpose the home has a young person's guide which is in easy read format.

Staff training and the development programme includes a satisfactory induction and further training opportunities for all. However, staff's support processes are weakened because they are not receiving regular formal supervision. This is because staff are moving between homes. The line management is getting disrupted as there are no systems in place for opposing managers to supervise them in the interim. This has the potential to compromise the good care being delivered to young people.

Systems are in place which monitor the service and daily lives of young people. The home's staffing policy is intended to ensure that the level of staffing is adequate to meet every child's needs. Staff are appropriately experienced and qualified to care for young people who potentially present challenges and who struggle to adapt to the social concepts and behaviour that is expected of them by society.

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 Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
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Recommendations

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

- ensure that all staff receive consistent physical intervention training (NMS 22.8)
- ensure all staff receive at least one and half hours of one to one supervision from a senior member of staff each month (NMS 28.2).