

Inspection report for children's home

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Inspection date	13/09/2012
Inspector	Amanda Ellis
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	31/05/2012
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Service information

Brief description of the service

This privately owned children's home is registered to provide care and accommodation for up to two young people who have emotional and/or behavioural difficulties.

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 **inadequate progress**.

At the last full inspection in May 2012, this home was judged to be inadequate. The home has not made the necessary improvements identified at that inspection. A further two statutory requirements and two recommendations have been made as a result of this inspection.

The home has been without a Registered Manager since June 2012. The current manager has been in post since July 2012 and is currently in the process of submitting an application for registration with Ofsted.

Monitoring of the home is not robust. The home has failed to address the requirement regarding sending Regulation 34 reports to Ofsted. This is an area that was previously identified as a shortfall at the last inspection. In addition, the home has failed to send Regulation 33 reports to Ofsted for the last two months. This means that the monitoring of the home is not effective which may impact on improving the quality of care for young people.

The home's Statement of Purpose was identified as being out of date during the last inspection in May 2012. The Statement of Purpose, although recently updated, does not include all staff currently working at the home. The reviewing process is therefore not adequate to provide an accurate picture of the staffing structure of the home.

The provision of a telephone for the sole use of young people is not adequately met. The use of mobile phones for young people is not wholly effective. The lack of a telephone compromises the ability of young people to express any concerns they may have independently of the staff team.

There have been no complaints since the last inspection, however a suitable book is provided to record complaints and the action taken. This means that the requirement relating to complaints from the last inspection has been met. There have been no restraints since the last inspection. Restraint logs provide for the effective record of details and includes young people's views following restraint.

The home notifies local authorities promptly if there are any safeguarding concerns. However, notifications as required under regulations are not consistently notified to Ofsted. Therefore, the regulator is not always aware of such incidents between inspections and cannot accurately assess how the home responds to complaints or visits by the police.

The majority of staff working at the home are employed on a full-time permanent basis. This improvement since the last inspection means that young people now receive continuity of care from a stable staff team. Records kept in respect of persons working at the home are up to date and comply with regulation. Staff benefit from regular supervision and team meetings. The supervision of the manager, however, is not regular and as such, compromises the effective leadership and management of the home. This may impact on the effective progression of the home in making necessary improvements to raise standards. This has led to a further requirement.

The organisation is not wholly effective in ensuring all staff are engaged in suitable training opportunities. It was identified at the last inspection that not all staff had completed core training. This requirement has not been met. In addition, new members of staff have not commenced the children's workforce development council's induction standards within seven days of starting their post. This means that new staff may not always be aware of their role and responsibilities, which may impact on the quality of care and safety of young people.

The manager has initiated measures to improve the maintenance and decoration of the home. This includes the redecoration of some parts of the home and implementing a cleaning rota. However, this does not sufficiently address the requirement set at the last inspection. There are several areas of the home that are not well maintained. For example, there is a damaged bedroom door, areas in need of redecoration and discarded cigarettes at the front and back of the house.

However, not all young people make adequate progress at the home with engaging in employment, education or training opportunities. Staff have made attempts to ensure young people have a college placement. As a result, some young people access education and benefit from improved knowledge and social skills. Some of the young people, who are beyond compulsory school age, are resistant to engage in formal training or education. This means that there is inconsistency in daily routines and lack of structure to pursue training or educational opportunities. This means that the young people are not able to fully explore their potential.

Leisure time is better organised. Consequently, young people are able to choose enjoyable activities outside of college hours. One young person stated that he was having 'great fun' when staff take him on trips to leisure parks.

Young people benefit from records of their time in placement. Staff support and encourage young people to keep appropriate memorabilia of their time in the placement and file a variety of records in designated boxes for each young person. This will enable young people to later reflect and remember their time within the home.

Areas for 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 person(s) must comply with the given timescales.

Reg.	Requirement	Due date
4 (2001)	compile in relation to the children's home a written statement (in these Regulations referred to as "the statement of purpose") which shall consist of a statement as to the matters listed in Schedule 1 (Regulation 4 (1))	02/11/2012
25 (2001)	ensure that there is at all times, a sufficient number of suitably qualified, competent and experienced persons working at the children's home (Regulation 25 (1))	02/11/2012
31 (2001)	ensure that all parts of the children's home used by children are kept clean and reasonably decorated and maintained (Regulation 31 (2) (e))	02/11/2012
30 (2001)	ensure that if, in relation to a children's home, any of the events listed in column 1 of the table in Schedule 5 takes place, the registered person shall without delay notify the persons indicated in respect of the event in column 2 of the table (Regulation 30 (1))	02/11/2012
34 (2001)	establish and maintain a system for monitoring the matters set out in Schedule 6 at appropriate intervals and improving the quality of care in the children's home. (regulation 34 (1) (a-b))	02/11/2012
33	ensure that a copy of the report required to be made under	02/11/2012

(2001)	paragraph (4) (c) is supplied to HMCI and the registered manager of the children's home (Regulation 33 (5) (a, b))	
15 (2001)	ensure that subject to paragraphs (6) and (8), the registered person shall ensure that children accommodated in the home are provided at all reasonable times with access to the following facilities which they may use without reference to persons working in the home - a telephone on which to make and receive call in private (Regulation 15 (4) (a))	02/11/2012
27 (2001)	ensure that all staff receive appropriate supervision. (Regulation 27 (4)(a))	02/11/2012

Recommendations

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

- ensure new staff undertake the children's workforce development council's induction standards, commencing within 7 working days of starting their employment and being completed within 6 months (NMS 18.3)
- ensure where children no longer receive compulsory full-time education, where appropriate the home supports them to participate in further education, training or employment. (NMS 8.9)

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 (March 2011)*.