

Monitoring report for a Children's Home

Unique reference number	SC052744
Visit date	08/07/2014
Inspector	Denise Jolly

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Service information

Brief description of the service

This service provides residential accommodation for up to five looked after young people, all with complex emotional and behavioural needs. The home is owned by a private company.

Outcome of monitoring visit

This home was judged inadequate at the full inspection on 05/06 June 2014. The home was in breach of thirteen regulations. There were particular concerns about shortfalls within the management and oversight of complaints and allegations made by young people, ineffective oversight and analysis of incidents and behaviour management, and a mix of young people living in the home whose needs were incompatible. A compliance notice was issued to improve the safeguarding and welfare of young people and the stability of the home. There were additional concerns about the quality of admission and discharge of young people to the home, missing care planning records and inconsistent care practice partly arising from changes to staffing, which impacted on young people's care and support. A second compliance notice was issued to ensure that the mix of young people is appropriate to promote their welfare and to enable staff to make proper provision for their care and support.

In order to evaluate progress made by the home in addressing these concerns, an unannounced monitoring visit took place on 08 July 2014. A follow-up meeting was held with the provider on 09 July 2014, to discuss the findings of the monitoring visit. During this visit, a range of records kept in the home were reviewed, and senior managers, staff and young people were spoken to. The evidence confirmed that the home is now compliant with both aspects of Regulation 11. There are no further concerns about the capacity of the home to provide care to young people that safeguards their welfare, and enables their needs to be met.

The provider has undertaken not to admit young people to the home until after the next full inspection, in order that they can make progress. The Registered Manager completed a detailed action and development plan, to oversee progress of the systems and communications review that she deemed necessary to secure a good foundation for improvement. The two young people living in the home confirmed that the home is more stable because of reduced numbers living in the home, and greater compatibility between them. They said that they are enjoying the time that staff now spend with them.

Staff are participating in training to improve their knowledge and understanding of safeguarding and managing complaints made by young people. Additional training is being introduced, to improve staff knowledge and understanding of the impact of past trauma and neglect on the behaviour of young people. The admissions and discharge procedure

has been strengthened to identify the key aspects of essential care planning and partnership working with placing authorities.

The provider gave additional information to demonstrate they have made improvements to the operation of the home. This includes the development of the staff team, improvements to the staff induction and training programme, improvements to record keeping and better engagement with other agencies. The home has worked pro-actively with placing authorities to make suitable arrangements for children who are placed far from home. They have addressed or partially addressed all the requirements made following the inspection undertaken on 05/06 June2014. This has led to a higher quality of care, better safeguarding practice, more stability and better outcomes for children.

No further enforcement action is planned.

About this monitoring visit

The purpose of this visit was to monitor the action taken and progress made by the Children's Home following an Ofsted inspection.