

Inspection report for children's home

Unique reference number	SC052744
Inspection date	24/09/2012
Inspector	Chris Scully
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	23/05/2012
--------------------------------	------------

© Crown copyright 2012

Website: www.ofsted.gov.uk

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

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. It provides care for young people between the ages of 12 and 17 years.

The home is owned by a private company.

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**.

The setting was last inspected 23 May 2012. The setting was judged to be good with two statutory requirements and two recommendations raised. These related to: the recording, safekeeping and disposal of medication, treating young people with dignity, monitoring of the home and the sanctions record.

The home has improved upon the health and well-being of the young people. This is due to the improved systems with regards to the safekeeping and disposal of medication. This is because a larger medicine cabinet is available which is sufficient to securely store young people's medication. Revised procedures are in place and are being adhered to for the disposal of any soiled or unused medication. Staff are in the process of completing an in-depth administration of medication course to further enhance their understanding around this area. This is in addition to their previous courses.

However, recently a number of omissions have occurred in the medication records, for example, they have not consistently recorded when young people have been given antibiotics. Also there are inconsistencies in the recording of controlled medication as staff have started recording this on a different page. Consequently, the recording of medication is disjointed and means it is difficult to see a chronology of the administration of medication. This part of the previously raised statutory requirement has not been met. However, young people have received the correct medication at the right time.

Young people's dignity is respected by staff. Staff are sensitive to their needs and ensure any banter with young people is appropriate. Staff are aware of their roles and responsibilities and enjoy positive relationships with young people, which are built upon trust and honesty. Young people relish the opportunities to present the Registered Manager with outlandish requests during the visit and walk away laughing at their response. Young people say they have no issues with the staff or the home. They say they are happy here and are confident to talk to the staff if they had any concerns or worries. Young people are visibly pleased to see staff who have been absent and are keen to ensure they are alright.

The Registered Manager has improved upon their monitoring of the home. Health care plans now contain the required information regarding young people's allergies. This has improved upon the health of young people as all staff are fully informed of these. The safeguarding and behaviour management policies have been revised to reflect what is actually happening in practice with regards to permissible sanctions and contacting the local area designated officer (LADO). Consequently, this has improved upon the organisation of the home.

The Registered Manager is committed to the on going improvement of the home. The home has recently revised a number of policies and procedures, including their child sexual exploitation (CSE) policy. This is currently being shared with staff and further training is planned. Staff are aware of the dangers of CSE and are mindful of the potential for this should a young person be missing from care. This means they are able to take appropriate action should they have a concern. Generally staff are proactive in looking for young people when they are missing, however on one occasion staff did not visit all the possible locations the young person could be.

Young people are more able to reflect upon their behaviour and to look at how they can handle difficult situations more proactively. This is because they are encouraged to make comment upon any sanctions imposed and the reasons behind this. Effective monitoring of the sanctions record means the Registered Manager is able to quickly address any issues arising. This includes the appropriateness of a sanction by discussing this with the member of staff and young person. This provides a more transparent approach and provides greater consultation with young people.

Records are usually well maintained and provide an accurate picture of the events in young people's lives. However, on some occasions the recording within incident records does not provide sufficient detail of the action taken by staff to support young people.

The home is sufficiently staffed and has contingency arrangements in place to provide additional staff for emergencies or illness. However, on one occasion this procedure was not effectively implemented, resulting in staff being unavailable to act as an appropriate adult for a young person.

The Registered Manager and staff ensure young people's achievements are celebrated, such as certificates from school and football awards. Young people enjoy the opportunities to share their success with staff and other young people.

Young people say they are happy here. They are pleased to be taking driving lessons and say staff, 'sorted it all out for me.' Other young people are excited at the prospect of viewing a flat of their own. They are hopeful that this will be more appropriate for them as they are keen to move into independent living. Although, they say they are very happy here and will miss everyone when they go. The Registered Manager and staff ensure young people are fully consulted about the decisions made about them and the organisation of 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
21 (2001)	ensure suitable arrangements are in place for the recording of medication. (Regulation 21 (1))	30/10/2012

Recommendations

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

- ensure the contingency plans in the event of a shortfall in staffing levels are consistently applied (NMS 17.3)
- information about the young person is recorded clearly and in a way which will be helpful to them when they access their files in particular the incident records (NMS 22.5)
- ensures staff consistently search for young people who are missing, in particular visiting known activity clubs. (NMS 5.5)

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)*.