

Inspection report for children's home

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Inspection date	15/11/2012
Inspector	Ann-Marie Born
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	09/05/2012
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Service information

Brief description of the service

The children's home is provided by a private company and cares for up to six children and young people of either gender. The home is registered to care for children and young people with emotional and behavioural difficulties. Most of the children and young people are cared for in the main house but one child is also cared for in a detached bungalow situated in the rear garden.

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 **satisfactory progress**.

This home was judged as adequate at the previous full inspection in May 2012. Following this interim inspection, this home is judged to be making satisfactory progress and has successfully addressed the shortfalls outlined in the previous two requirements and six recommendations. This inspection identifies a further two recommendations. These relate to improving the level of notifications to Ofsted and ensuring that appropriate staff numbers are deployed to meet the individual needs of children and young people.

Children and young people report that they are happy and feel safe in the home. A young person stated that his behaviour had improved because staff were, 'kind with a good sense of humour.'

A much improved recruitment policy ensures that appropriate steps are taken to verify why a person has left their previous employment before they are appointed. In

addition, current photographs of employees have been obtained and are displayed on their files and in the home. All staff have been made aware of the whistle blowing policy and are confident in its use. Children and young people are safeguarded by these measures and their well-being enhanced.

Robust internal monitoring systems are compliant with regulations and now incorporate the views of children, young people and staff. They are used effectively to inform continuous improvement.

Children and young people understand how their views are taken in to account. They are actively encouraged to view, comment upon and sign all documents relating to them, including their care plans. A very good, 'Response to Complaints Form', has been instituted. This supports children and young people to understand why there may be occasions when their wishes cannot be met. There have not been any complaints from children or young people since the last inspection. Children and young people's sense of self, self-esteem and confidence in their abilities are enriched as a result.

The children's guide has been updated with all appropriate independent advocate information and can be made available in other languages and formats if needed. This empowers children and young people and provides avenues for them to raise any areas of concern.

Staff are suitably trained in safeguarding. However children and young people are not always being afforded the opportunity of a multidisciplinary approach to monitoring their care. There has been a delay in referring information over a weekend to the local authority and Ofsted were not notified of the event which compromises effective safeguarding practice.

The manager and staff have all either completed or are undertaking relevant qualifications for their roles. Children and young people are being cared for by staff appropriately trained to meet their day-to-day care needs. However, there have been situations where there have been unacceptable delays in identifying appropriate education placements for children and young people. In the interim staff members have been attempting to provide 'home school' provision although none are trained teachers. As a result of this, children and young people have had to engage with a large number of staff members rather than specific workers identified to meet their needs. This is thereby inhibiting the forming of sustainable attachments. Education matters have now been appropriately addressed through partnership working with appropriate agencies and a core staff group identified. A social worker said, 'at the moment I am quite happy with the care' and 'we are moving things forward.'

Areas for improvement

Recommendations

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

- ensure that the registered person has a system in place to notify within 24 hours the persons and appropriate authorities of the occurrence of significant events in accordance with Regulation 30. The system includes what to do where notifiable events arise at the weekends (NMS 24.1)
- ensure that the overall number and deployment of staff on individual shifts can fulfil the individual needs of all children resident in the home. (NMS 17.1).

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)*.