

Inspection report for children's home

Unique reference number	SC060034
Inspector	Deirdra Keating
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Break
Registered person address	Davison House 1 Montague Road SHERINGHAM Norfolk NR26 8WN
Responsible individual	Hilary Bridget Richards
Registered manager	Melanie Jane Julier
Date of last inspection	23/01/2015

Inspection date	27/03/2015
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Previous inspection	good
Enforcement action since last inspection	none

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

At the last inspection in February 2015 the home was judged to be good. As a result of the inspection several shortfalls were raised. These included two requirements and eight recommendations.

The home provides a short break service that is highly valued by parents and young people. Parents and external professionals are very positive about the service provided. One parent said: 'I can't fault them for looking after the children.' Another said: 'The service is amazing and the staff are amazing, they go above and beyond to make the stays, comfortable familiar and fun.'

The home had failed to notify Ofsted of a child protection concern. This was an isolated management error and since this time notifications have been made appropriately. This ensures Ofsted are aware of events in the home and can respond accordingly, providing an extra safeguard to young people.

The location risk assessment of the home has been adapted to provide a more comprehensive overview of the local area. Specific relevance to the services that young people using the short break service require are included in the assessment. A risk assessment for new play equipment includes identified risks and control measures. This ensures equipment is safely maintained and young people are protected from accidental injury.

A member of staff had previously failed to follow food temperature safety guidelines. A new housekeeper is being recruited and during the interim period, staff cook and prepare the food. Staff systematically record temperatures and sign the check logs. This ensures that food is served at correct temperatures according to food safety guidelines, supporting young people's health and safety.

The organisation has reviewed the training policy to stipulate that all staff must undertake the level three training within six months of starting work. This has resulted in some relief staff leaving and six staff who have started the training. Additionally, the workforce and development team have upgraded epilepsy training as mandatory for all staff. There is only one member of staff awaiting this training, all others have been trained by the specialist nursing team. Overall, staff are provided with the required training and development programme to ensure they are equipped and competent in their roles.

Staff supervision has been addressed in the main but this has been difficult due to the high number of staff in their probationary period. Staff are regularly supported and supervised, however, this does not fully meet the regularity set out in the organisational policy. Staff have considered ways of gaining young people's views to inform the staff appraisal process. There are several alternative communication methods and the manager is considering ways of obtaining young people's feedback that are relevant and meaningful. Given the short period of time since the last inspection, this work is ongoing.

Monitoring visits have been completely reviewed and a new visitor has been appointed. The visitor has been guided to check all records held by the home. This will ensure all required records are checked and the visit meets the regulatory requirements. This provides an external safeguard to young people.

Young people arrive and greet staff with enthusiasm, demonstrating they feel happy and secure. Feedback from parents and observations of young people indicate they feel safe and contained at the service. There are no incidents of missing from the home, no sanctions and use of restraint is minimal. Parents spoken to unanimously say that young people are safe and well supervised while at the service. An excellent rapport with parents reduces complaints. Parents openly speak to staff and raise any concerns without delay. Parents actively advocate for young people and staff are responsive and thorough in their investigations, reassuring parents and minimising any concerns for young people.

Staff know the young people well and are responsive and understanding in their individual communication methods. Parents and professionals say that communication with staff is excellent. This supports good continuity of care for young people who have little verbal communication.

Information about this children's home

The home is owned by a registered charity. It provides respite care and short breaks for up to six children at any one time, who have a learning disability or a social and communication disability within the autistic spectrum. Children may also have associated physical disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
23/01/2015	Full	good
12/02/2014	Interim	good progress
11/09/2013	Full	good
25/03/2013	Interim	good progress

What does the children's home need to do to improve further?

Recommendations

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

- ensure that management of the home is consistent with the home's policies and procedures; this is in regard to the frequency of supervision for probation staff. (NMS 21.3)

What inspection judgements mean

At the interim inspections we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

Information 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 main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.