

Inspection report for children's home

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Inspector	Peter Harrell
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Date of last inspection	21/10/2011
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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)*.

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.

Service information

Brief description of the service

A private organisation owns and operates this children's home.

The setting supports and cares for one young person of either sex between the ages of 12 and 17 years who has complex emotional and behavioural difficulties. The unit specialises in the care of more vulnerable individuals who may be at risk or pose a specific risk to others and/or themselves.

Progress

Since their previous inspection the service is judged to be making **satisfactory** progress.

At the last inspection in October 2011, the overall quality rating for the service was judged as satisfactory with four recommendations identified as areas for improvement.

A recommendation about ensuring no more than half the staff on duty are from an external agency has been met, as a permanent staff team are now in place. The management team ensure that staff are provided with appropriate support and supervision. It also demonstrates a commitment from senior managers to support the operations of the home that keep young people safe.

Up-to-date care plans are now in place and the manager of the home contacts placing authorities to request statutory reviews and regular social work visits.

Comprehensive Regulation 34 monitoring has been undertaken by the new manager with actions carried out. However, recommendations have only been partially met because young people and those significant to them are not sufficiently involved in contributing to the monitoring and the operation of the home.

A local authority social worker commented that the home was great sometimes, at other times the young person did not like it there. Where restraint is used, young people are not encouraged to have their views recorded in the records kept by the home. As a result, young people are not being given opportunities for their wishes and feelings and any concerns they have to be seriously taken into account.

The home is going through a programme of extensive refurbishment. The home is showing signs of capacity to improve. There is a commitment from the manager to improving outcomes and raising the standard of care within the home for the young people.

Areas for improvement

Recommendations

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

- ensure where any sanctions, disciplinary measures or restraint are used, young people are encouraged to have their views recorded in the records kept by the home and the records are in a central place, this also records any medical assistance offered (NMS 3.16 and 3.18)
- ensure that where possible, young people, their relatives and staff are consulted during monthly monitoring visits. (NMS 21)