

Inspection report for children's home

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Inspection date	14/01/2014
Inspector	Angela Whiteley
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	11/09/2013
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Service information

Brief description of the service

This children's home is owned by a local authority and provides accommodation for up to eight young people with emotional and behavioural difficulties.

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**.

At the last full inspection in September 2013, the overall judgement of the home was good. Since then, the service has maintained the quality of care and outcomes for young people. There were four requirements and four recommendations made at the last inspection and the Registered Manager has made satisfactory progress in meeting these.

The Registered Manager is proactive in chasing the placing authority for missing documents to ensure young people's files contain all the required information. This ensures young people have access to accurate records about their care history and that staff are able to support their current and emerging needs. Placements are subject to frequent review, in particular, emergency placements. They are managed through timely decision-making meetings, which ensure young people are fully informed about their care plan.

The Registered Manager has reviewed some recording systems with the staff team. She has implemented a more robust system for notifying Ofsted of serious incidents and events, in particular, the instigation and outcome of child protection

investigations and regularly monitors the information provided. This ensures young people are able to receive the necessary support and protection immediately.

The staff team are committed and motivated and fully understand their role. They receive regular training opportunities and routinely undertake refresher training to develop their knowledge and skills to ensure they are equipped with the necessary skills to meet young people's current needs. However, they have not yet completed training in working with young people at risk of child sexual exploitation. Additionally annual appraisals are overdue, which means professional development and practices are not being well-managed and monitored. The Registered Manager is addressing these matters.

Behaviour management is a key area at the home, where young people are learning to take responsibility for their behaviours. A range of challenging behaviours is displayed by some young people, where sanctions and minimal physical intervention has been required. Some young people begin to engage more positively with the staff and as a result, records confirm sanctions and physical restraints are reducing. The recording of sanctions and physical restraints has been thoroughly reviewed by the Registered Manager. Information has been shared with the staff through team meetings and supervision to ensure all the required information is now included in the records. This provides young people with a clear account of incidents and allows thorough monitoring and quality assurance to take place.

Young people live in a large house, which is generally welcoming and provides a safe environment. However, some young people's bedrooms require regular routine cleaning as they are extremely untidy. This will ensure young people live in a comfortable and homely environment, which promotes their safety and well-being. Additionally, young people can respect their home and feel valued and well cared for.

Young people benefit from the effective application of policies, procedures, systems and practices, which help staff to safeguard and promote young people's welfare. The use of electronic monitoring devices to safeguard some young people is agreed by the placing authority, parents and young people, and written into individual placement plans. However, the home does not have a written policy in respect of the use of such measures, particularly in respect of complex health needs, which would further ensure young people's welfare is protected.

Missing from home incidents are dealt with promptly. The home has strengthened its links with external agencies. They have a proactive working relationship with the police and other professionals who offer effective support to the staff and young people who are involved in risk taking behaviours. Staff go the extra mile in trying to locate young people and take appropriate action to ensure their safety and welfare assisting in their safe return home. Consequently, incidents of young people going missing from the home are reducing.

The Registered Manager and deputy provide strong leadership, which promotes good quality care and positive outcomes for young people. As a result, the stable staff team provide a nurturing environment and deliver a child-focused service that helps

to support young people to achieve their potential. The Registered Manager has reviewed some quality assurance systems and has measures in place to ensure weaknesses are identified and dealt with promptly, which ensures the standards within the home continue to improve

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
27 (2001)	ensure all staff receive appropriate training, with particular regard to child sexual exploitation and that all staff receive annual appraisals. (Regulation 27 (4) (a))	11/03/2014

Recommendations

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

- ensure the home provides a comfortable and homely environment; in particular improve the routine cleaning of young people's bedrooms (NMS 10.3)
- ensure where electronic monitoring devices are used, there is a written policy that sets out how they should be used. (NMS 10.5)

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*.