

Inspection report for children's home

Unique reference number	SC061878
Inspector	David Kidner
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Headway Adolescent Resources Limited
Registered person address	P O Box 94 Lydney GL15 9AQ

Responsible individual	Andrew John Plummer
Registered manager	Frances Elizabeth Forbes
Date of last inspection	30/07/2014

Inspection date	03/12/2014
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Previous inspection	adequate
Enforcement action since last inspection	none

This inspection

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

Leaders and managers have failed to ensure that the independent visitor makes contact with young people's parents or relatives in order to form an opinion of the safeguarding and well-being of the young people accommodated at the home.

Some areas of the home are not clean, reasonably decorated and maintained. However, it is noted that since the last inspection there has been some improvements to the home's environment including new flooring to a number of communal areas, new soft furnishings, redecoration to the family bathroom and to some communal areas. Since the last inspection there have been a number of incidents in the home that has resulted in some damage to the environment. This has led to further work being required to promote a homely environment. Leaders and managers have identified this as an area to address without delay. This was a recommendation at the last inspection and has been met in part.

Since the last inspection there has been a significant increase in the use of restraint at the home. This has been due to a high level of incidents between some young people, during a specific period of time. Leaders and managers take appropriate action to ensure that impact risk assessments, individual risk assessments and placement plans are regularly reviewed. However, at the time of this inspection it was uncertain what analysis has taken place in respect of the recent incidents of challenging behaviours, to enable staff to reflect and learn to inform future practice. Leaders and managers ensure that placing authorities are kept informed of incidents and the action taken to address the behaviours. One placing authority said 'the home has managed his behaviours well'. Another social worker said 'the home managed his behaviours well, and always kept me informed'.

Due to the high level of incidents some placements have been reviewed. This has resulted in a change of accommodation for some young people. Through regular

discussions with placing authorities and involving young people, alternative accommodation has been sought within the organisation. This has been viewed as a positive step, as young people are familiar with the other homes within the organisation, and the staff. Leaders and managers ensure that good and effective transitions take place. One social worker said 'the move was a positive outcome'.

Despite considerable efforts from leaders, managers and staff, some young people are not receiving adequate education, or are refusing to engage in education. However, staff are providing educational support pending agreements for more permanent education provision. Young people said that they now wish to engage in education, and that they are aware that efforts are being made by staff to pursue this.

Leaders and managers have addressed all of the five requirements that were made at the last inspection. This has resulted in young people's views about the services being sought by the independent provider, ensuring that a copy of the home's statement of purpose, and the Registered Manager's audit of the quality of care are sent to Her Majesty's Chief inspector, and ensuring that Ofsted is notified of significant events in the home. In addition, leaders and managers now ensure that the location of any restraint used is recorded appropriately, as required by regulation. Two recommendations were made, one relating to the environment and the other relating to seeking consents for medical treatment. The home now ensures that medical consents are obtained.

The newly appointed Registered Manager has been proactive in developing the service and is committed in improving outcomes for young people. The home has a comprehensive development plan detailing the planned improvements to the service. These include improvements to the home's environment, young people's house meetings, building links with stakeholders, and matters relating to behaviour management training.

Leaders and managers continue to ensure that there is a robust recruitment and selection processes that safeguards young people. Young people and staff do not report bullying as an issue. Complaints are well recorded and responded to appropriately. Young people rarely go missing. However, the home takes appropriate action to look for young people if they do go missing, and notify all appropriate agencies and authorities. Comprehensive records are maintained in respect of this.

The Registered Manager is keen to positively engage with other partnership agencies and authorities, and has made contact with the local police community support officer, and the local authority designated officer with the aim of strengthening links.

Young people said 'they like the activities that staff support them to access and that 'the food is lush'. Young people said that they feel safe and are able to identify staff

they would speak to if they had any worries or concerns. Young people said they like living at the home.

Staff are able to identify improved outcomes for young people. These include young people learning to manage their anger better, listening to staff and settling well of an evening. A social worker said 'they had no concerns about the quality of care provided at the home' and 'there is lots of communication between the home and them'.

Information about this children's home

The home is privately owned and one of a number of children's services operated by the provider. It is registered to provide care and accommodation for up to four children with emotional and/or behavioural difficulties and learning disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/07/2014	Full	adequate
20/02/2014	Interim	satisfactory progress
22/07/2013	Full	good
11/03/2013	Interim	inadequate progress

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

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
33 (2001)	ensure that the person carrying out the regulation 33 visit shall interview, with their consent and in private, such of the children accommodated there, their parents, relatives in order to inform an opinion of the standard of care provided in the home (Regulation 33 (4) (a))	31/01/2015
31 (2001)	ensure that all parts of the children's home used by children are kept clean and reasonably decorated and maintained (Regulation 31 (2) (e)).	31/01/2015

Recommendations

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

- ensure the home regularly reviews incidents of challenging behaviour, examines trends or issues emerging from this, to enable staff to reflect and learn to inform future practice (NMS 3.21)
- ensure children are supported to attend school, college or alternative provision regularly (NMS 8.3).

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.