

Inspection report for children's home

Unique reference number	SC061878
Inspector	David Kidner
Type of inspection	Full
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	POST VACANT
Date of last inspection	20/02/2014

Inspection date	30/07/2014
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Previous inspection	satisfactory progress
Enforcement action since last inspection	none

This inspection	
Overall effectiveness	adequate
Outcomes for children and young people	good
Quality of care	good
Keeping children and young people safe	adequate
Leadership and management	adequate

Overall effectiveness

Judgement outcome	adequate
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Full report

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
20/02/2014	Interim	satisfactory progress
22/07/2013	Full	good
11/03/2013	Interim	inadequate progress
05/07/2012	Full	good

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
4 (2001)	ensure that the registered person shall provide a copy of the statement of purpose to HMCI (Regulation 4 (2))	31/08/2014
17B (2001)	ensure that the registered person must ensure that within 24 hours of the use of any measure of control, restraint or discipline in a children's home, a written record is made in a volume kept for that purpose of which shall include the location of the measure used (Regulation 17B (3) (d))	31/08/2014
30 (2001)	ensure that if in relation to a children's home, any of the events listed in column 1 of the table in Schedule 5 takes place, the registered person shall	31/08/2014

	without delay notify the persons indicated in respect of the event in column 2 of the table (Regulation 30 (1))	
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 in order to inform an opinion of the standard of care provided in the home (Regulation 33 (4) (a))	30/09/2014
34 (2001)	ensure that the registered person shall supply to HMCI a report in respect of any review conducted by him. In particular, the report of the matters set out in Schedule 6 at least once in every three months (Regulation 34).	31/08/2014

Recommendations

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

- ensure that the home provides a comfortable and homely environment and is well maintained and decorated (NMS 10.3)
- ensure that children's health is promoted in accordance with their placement | and staff are clear about what responsibilities and decisions are delegated to them and where consent for medical treatment needs to be obtained (NMS 6.

Inspection judgements

Outcomes for children and young people **good**

Children and young people make good progress in developing a positive self-view and self-esteem taking into account their starting point. They have a good understanding of their background and have developed friendships amongst their peers. They are confident and are able to advocate their views based on their age and level of understanding.

Children and young people have a good awareness of the importance of a healthy lifestyle. There has been a reduction over time in the episodes of missing and children and young people are not taking part in high risk activities. There has been a reduction in anti-social behaviour and offending.

The educational attainment of children and young people are promoted; despite this support and encouragement some young people choose not to engage positively in their education, but are actively supported and accept other alternative suggestions to further their education.

Children and young people are actively and positively involved in activities within the local and wider community. They have access to activities that they wish to pursue and that are extremely important to them.

Children and young people benefit from appropriate contact with family and friends who are important to them, based on their individual circumstances.

Quality of care **good**

Children and young people enjoy positive relationships with staff. For some children and young people this has been a key factor to them settling at the home. Placing authorities have commented that children and young people have settled in quickly, the home has welcomed them and have been patient. Children and young people are building and developing positive and constructive relationships with each other.

Children and young people state that they are happy at the home and one young person gave ten out of ten for the home. Children and young people stated that they like the food and that they have choices in what they want to eat and that they help towards menu planning.

The home develops comprehensive placement plans that clearly identify the needs of the children and young people. Incorporated into the placement plans are detailed risk assessments and behaviour management plans. These assist staff in guiding

them how to meet the needs of the children and young people and respond to concerning behaviours. Staff sign their awareness of the plans and these are regularly reviewed and updated. The home sends weekly updates to placing authorities to keep them informed of the care and support provided. Placing authorities confirm that they receive detailed feedback and that the home keeps them up to date with weekly summaries and emails. Placing authorities state that they are happy with the placement and that they have no concerns about the quality of care provided.

Children and young people's health needs are promoted. The home develops detailed health care plans that identify any specific health needs. Children and young people have access to a variety of healthcare professionals including specialist services. However, the home has not obtained consent for medical treatment. Children and young people have access to a variety of healthcare professionals including access if required to support for their emotional and psychological health.

Equality and diversity matters such as children and young people's cultural and religious needs are identified in placement plans and are addressed in daily living.

Staff set clear and consistent boundaries and respond well to anti-social behaviour. Staff are confident in managing behaviours and use de-escalation to good effect. One placing authority commented that challenging behaviours have almost disappeared since the young person was placed at the home.

The home takes complaints from children and young people seriously and these have been recorded in detail and acted upon appropriately. Children and young people confirm that there are staff that they could speak to if they were worried or upset about something. Children confirmed that they received a children's guide when they came to live at the home. One child stated that it helped them.

The home supports and fully encourages young people to attend educational facilities. However, some young people choose not to engage in education but the home has taken steps to explore alternative opportunities that are tailored to meet their individual needs.

Young people are supported to access a wide range of leisure, social and recreational facilities in the wider community, and in the home. They speak highly of the activities that they access and enjoy. The home is extremely proactive in ensuring that children and young people's favourite activities and interests are promoted. Staff actively support them on individual activities, some of which are a distance away from the home. This demonstrates the home's commitment for children and young people to engage in activities that are important to them, and that they are passionate about.

Some parts of the home's environment have been subject to considerable damage in recent months. This has reduced in recent times and the leaders and managers are

extremely proactive in promoting a homely and welcoming environment. Many areas of the home have been redecorated and soft furnishing re-introduced. This ensures that a homely environment is promoted. There are further plans to improve the environment and this is detailed in the home's development plan and in discussions with staff, leaders and managers and the Director for the organisation.

Keeping children and young people safe adequate

Children and young people state that they feel safe at the home. The home has robust policies and procedures for safeguarding children. Staff demonstrate a good awareness of safeguarding practices and procedures and all staff have received safeguarding training.

Investigations into allegations or suspicion of harm are handled fairly and consistently with detailed records kept. The home has good links with the appropriate agencies and authorities.

All staff receive training in the home's preferred method of de-escalation and restraint. In addition, risk assessments and behaviour management plans are devised and updated to reflect the needs of children and young people. Children and young people's behaviour is well managed; staff are aware of triggers and use de-escalation skills to good effect. The use of restraint is minimal. However, the volume used for the recording of restraint does not always contain the location of where the restraint took place.

The incidences of young people going missing are low. Staff have a good awareness of the triggers that may be a factor to them going missing. Placement plans and risk assessments clearly identify any risks, and staff are provided with guidelines on how to respond if children and young people go absent or missing. The home maintains detailed records of the action they have taken if children and young do go missing. The home actively searches for them and alerts all the appropriate authorities and agencies. Children and young people are welcomed back to the home and instigate appropriate meetings in respect of the episodes of missing.

The home has robust policies and procedures for the safe recruitment of staff. Visitors to the home are monitored to prevent unsuitable people having the opportunity to harm young people.

Fire safety is promoted in the home. The home undertakes regular checks on the arrangements for fire prevention and servicing of fire equipment. The home ensures that there is regular servicing of the home's utilities is undertaken.

Leadership and management adequate

The home has had a vacancy for the post of Registered Manager since June 2014. Ofsted has not received an application for this post; however the responsible person has been proactive in advising Ofsted of the appointment of a new manager, and the progress with the pending application. The newly appointed manager has commenced this process. The manager has previous experience of working at the home and is familiar with the needs of the children and young people who are currently placed there.

Since the last inspection the home has addressed the three recommendations that were made at the last inspection. As a result of this the home now ensures that records are kept up to date including matters relating to duty rosters and incident recording, internal monitoring identifies any concerns in respect of behaviour management, and there is now guidance for staff to follow in respect of police involvement with the home.

The home has a detailed Statement of Purpose that is dated July 2014. However, this has not been sent to HMCI.

Leaders and managers have a good awareness of the strengths and weaknesses at the home and the manager has completed a development plan for the home. This includes detailed plans for the re-decoration and refurbishment of the home. The manager has completed an internal evaluation of the quality of care provided in the home with targets set. However, these reports are not always sent to Ofsted.

The home ensures that regular independent visits are undertaken and a report on the conduct of the home is produced. However, it is noted that these reports do not contain the outcomes of any interviews with children. Therefore, the independent visitor is not able to form an opinion of the children's views of the standard of care provided in the home.

The home takes appropriate action and keeps detailed records of complaints that are made. Complaints are managed effectively and lessons are learned.

The home does not always notify all appropriate agencies and authorities of all significant events in the home. This does not demonstrate a robust approach to keeping all agencies and authorities informed. However, it is noted that these reportable events happened prior to the appointment of the newly appointed manager.

The home is adequately sourced and staff receive regular support and supervision. Staff speak very well of the support they receive from the manager.

Staff receive training to enable them to provide good quality care. Staff confirm they have received training in areas such as child protection, first aid, equality and diversity, de-escalation and restraint, fire safety and food hygiene. Four of the staff employed at the home have attained a level 3 qualification and the remaining three

staff are currently undertaking the qualification. This demonstrates the homes commitment to ensuring there is a well-trained and qualified workforce.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

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.