

Inspection report for children's home

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Inspection date	08/02/2012
Inspector	Chris Scully / Elizabeth Tanner
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	27/07/2011
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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

The home offers care and accommodation for up to four young people, between the ages of 10 and 17-years-old with emotional or behavioural difficulties. The home is one of several own by a private company.

Progress

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

The home was previously inspected on the 27 July 2011. The home was judged to be a good home with outstanding judgments for quality of care, outcomes for young people and equality and diversity. Following the inspection one statutory requirement and four recommendations were raised. These related to the record of restraints; the sourcing of outstanding documentation from placing authorities, fire drills, staff training and the regularity of the Registered Manager's supervision.

There have been no records of physical interventions since the last inspection. The Registered Manager has discussed the recording systems for this with staff at team meetings. Staff are aware of the importance of ensuring the record clearly demonstrates the type and duration of any intervention. The home has recently introduced format for de-briefing sessions with young people following any interventions. This allows them to discuss their feelings regarding the incident and how they may have handled the situation differently.

The home continues to work with placing authorities to make sure all required documentation is in place. The home successfully sourced the missing information from the last inspection. This meant staff were able to effectively meet the diverse needs of each young person. However, staff are not always provided with all the required information following an emergency placement. This results in gaps in the information provided, for example, a lack of information pertaining to young people's health care needs and medical consent. This may impact upon staff's ability to provide appropriate care. There is limited information regarding young people's family and friends contact numbers, which may affect staffs ability to locate them quickly should they go missing. Staff are liaising with the placing authority to access this information and a review is planned. However, this has not been initiated within 72 hours of the young person being placed in the home.

Young people's safety has improved as the home ensures fire drills are carried out on a regular basis. Young people are aware of the procedure and have practised the evacuation procedure at different times of the day and night to ensure they are familiar with the routine. Young people new to the home take part in drills shortly after their arrival. Staff ensure fire safety is discussed as part of their induction to the

home. This means young people and staff are able to evacuate quickly in an emergency and keep themselves safe.

Staff say they receive regular training, which is of good quality. They feel the training provided enables them to enhance their own personal development and means they are fully informed about their roles and responsibilities. Staff feel the inclusion of young people on training sessions has been a very positive move. Young people are encouraged to undertake first aid and fire safety training with the staff. This has successfully enhanced young people's confidence and self-esteem. This experience has improved upon their understanding of their own and others safety and well-being. Systems are in place to ensure the Registered Manager receives regular professional supervision.

The home is regularly monitored by a representative of the organisation and the Registered Manager. These reports provide clear information on what the home does well and areas for improvement. For example, the completion of the new bathroom has been very well received by the young people and has enhanced their health and personal care needs. However, Ofsted has yet to receive copies of the home's Regulation 34 reports. This is an oversight by the home and does not impact upon the care provided.

Young people continue to engage in their education and are doing well. Young people say they are pleased to be attending cadets and are looking forward to going on a residential trip with them. Young people talk enthusiastically about forthcoming Proms and awards ceremonies. They are extremely pleased to have been nominated for an award for their charity work. Young people talk animatedly about what they are to wear. They are very pleased that they have had a say in which member of staff is to accompany them. Other young people continue to be proud of their singing skills and how they are attending singing lessons. All young people are on pathway plans and enjoy the opportunities to cook for themselves and with the staff. Young people feel that they are continuing to do well and say 'everything is great,' and 'the staff are great and they still listen to us.'

Areas for improvement

Recommendations

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

- ensure that reports reviewing the quality of care under Regulation 34 are supplied to Ofsted at six monthly intervals within 28 days of completion (Children Act 1989 Guidance and Regulations Volume 5, statutory guidance, paragraph 3.14)
- ensure there are systems in place to make sure all outstanding documentation in particular young people's placement plans, medical consents and medical history are sourced (NMS 25.8)

- ensure sufficient information is available about each young person to minimise the risk that they will go missing and reduce the risk of harm should the young person go missing (NMS 5.1)
- ensure a review is initiated no more than 72 hours after any emergency admission. (NMS 11.7)