

Inspection report for children's home

Unique reference number	SC062674
Inspection date	28/03/2014
Inspector	Sharon Lloyd
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	15/01/2014
--------------------------------	------------

© Crown copyright 2014

Website: www.ofsted.gov.uk

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

Service information

Brief description of the service

The service, run by a private organisation, is registered to care for up to four young people with emotional and behavioural difficulties and or learning disabilities.

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 the overall effectiveness of the home was judged adequate. Since then, the home has made satisfactory progress. It has met all the requirements and the majority of recommendations made at the last inspection. The quality of care and outcomes for children have mostly been maintained or improved.

The home has updated its log books to include all measures of control, including the use of time-out. This means that the records accurately reflect the operation of the home and behaviour management strategies used. However, a minor shortfall remains in that the home's permanent records do not demonstrate that staff speak to any child or young person following their involvement in a restraint. This means that the home's permanent logs do not demonstrate that reflective practice is used to help children and young people give their views and learn. This impedes the manager and provider when they monitor the effectiveness of the measures of control.

Arrangements have been put in place for the registered manager to receive regular professional supervision from an experienced social care practitioner. The registered

manager finds this helpful. She benefits from the advice and guidance provided by a competent person. She finds it useful to reflect on her practice and develop her knowledge. Staff report that they receive helpful supervision from the registered manager and deputy manager. They also value case discussions where they review their practice with particular children and young people. This promotes consistency of care and development of their skills.

Following consultation with a placing authority, the home has introduced an allegations log which records the high number of allegations made by one individual. Many of these are spurious. The log does not demonstrate sufficiently well that allegations are given due consideration, reviewed and investigated where necessary.

Taking account of children and young people's particular emotional and behavioural needs, there has been a reduction in the use of sanctions. The log book demonstrates that where sanctions are used, they are fair and appropriate.

The home has obtained vaccination histories for all children and young people accommodated. This provides children and young people with useful information to promote their good health in the future. It enables the home to ensure that children and young people have the opportunity to receive remedial immunizations where necessary.

Staff have re-established routine reading with those children and young people who are learning to read. This supports children and young people to achieve their educational goals. It also promotes the development of attachments when staff spend positive one-to-one time reading with them.

The registered manager is aware of the importance of having a qualified staff team. However, not all staff have achieved the Level 3 Children and Young People's Workforce Diploma. The registered manager has not yet achieved the Level 5 Diploma. This means that not all staff are suitably qualified for their roles. The registered manager plans to address this in the very near future.

Improvements in the evaluation of practice are reflected in the registered manager's monitoring reports. This enables the registered manager to identify shortfalls in practice or issues of concern and to develop the quality of care. For example, some recording systems have been updated. An on-going review of all recording tools and log books is promoting more detailed and effective recording.

Children and young people enjoy comfortable living accommodation and appreciate being able to personalise their bedrooms. This helps them to feel settled and at home. A programme of redecoration is underway and recent damage is being repaired. This ensures the home maintains an acceptable standard of décor.

Outcomes for one child deteriorated following the last inspection. The home worked closely with other professionals, including psychological services, the placing authority and the police. This enabled staff to support the child through some complex emotional and behavioural challenges. The home made valuable

contributions to planning for the child's future and facilitated a smooth and successful transition to a new placement.

Outcomes for other children and young people have been maintained or improved. For example, children who regularly went missing and were at risk in the community prior to admission have significantly reduced their risk-taking behaviour. Children and young people rarely go missing from this home.

Children and young people have maintained very good school attendance and some have reduced the challenging behaviour they previously displayed at school. Some have worked successfully with the Youth Offending Service to manage their anger more effectively. As a result, they display less aggression and are developing their social skills. This enables them to have more successful relationships with their peers.

Children report they feel safe in the home and that staff look after them well.

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 where any sanctions, disciplinary measures or restraint are used, children are encouraged to have their views recorded in the records kept by the home. In particular, ensure that the home's permanent log books demonstrate this (NMS 3.18)
- ensure that all existing care staff have attained a minimum level 3 qualification. This was previously the National Vocational Qualification in Caring for Children and Young People and from September 2010 is the Children and Young People's Workforce Diploma (NMS 18.5)
- ensure that the home's records demonstrate that allegations against staff are managed in accordance with the requirements of the Local Safeguarding Children's Board (Volume 5, statutory guidance, para 2.71)

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*.