

Inspection report for children's home

Unique reference number	SC062785
Inspection date	19/03/2012
Inspector	Sandra Jacobs-Walls
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	28/11/2011
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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

This children's home is privately owned. It is registered with Ofsted to accommodate up to eight children. It offers long-term care, as well as respite care for children and young people with a learning disability.

Progress

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

This home was judged as satisfactory overall at the last inspection. However, the home is judged to be making inadequate progress at this interim inspection. While outcomes for young people are good, the home has failed to adequately address three of the ten requirements raised at the previous inspection. In addition, this inspection found other weaknesses.

The home has not made progress in ensuring that the home's complaints procedure has been appropriately amended to include all information as outlined in the regulations. In particular, the policy fails to include the contact details of Ofsted. Similarly, the home has also failed to appropriately amend its disciplinary procedure to be fully compliant with the regulations. This was the case at the previous inspection. The amended policy still fails to be explicit about the consequence to staff in the event that they fail to appropriately report any actual or suspected abuse against young people living at the home. This is important to ensure that staff are fully aware of their obligation to do so and robustly safeguard young people in their care.

The previous inspection highlighted weaknesses in the supervision of staff; in particular the lack of staff appraisals and the infrequency of staff supervision. Staff now consistently receive formal supervision on a monthly basis. Staff appraisals however, remain outstanding, some being last completed in 2009.

The home has addressed all other requirements and recommendations raised at the last inspection. Improvements have been made in staff's recording of measures of control including restraint. Staff have received training about new recording systems and relevant logs have been amended to meet the regulations. Staff now ensure that all young people's medication is appropriately stored and that accurate records are maintained.

The previous inspection highlighted that documented care plans did not accurately reflect young people's needs and did not consistently contain current information. Since the last inspection, all young people's care plans have been reviewed, updated and now reflect individual needs. Staff have been advised about appropriate

recording systems to ensure information on file remains up to date. Staff have amended their use of the home's register of young people accommodated by the home and the register is fully compliant with Schedule 4 of the regulations.

The last inspection highlighted weaknesses in staff's recording of accidents to young people. Since this time, staff have been advised to document more comprehensively incidents where young people are subject to injuries or accidents. This is important to ensure that the home keeps accurate records and can account for any injury or accident to young people and others.

The home's current registered manager is on an extended leave of absence. The previous inspection highlighted that Ofsted had not been appropriately notified of this as required. This issue has since been resolved. Previously, some staff members did not hold appropriate formal qualifications as specified in the national minimum standards. Since the last inspection, members of staff to whom this issue related have enrolled on relevant training courses. They are required to obtain the relevant qualification in order to support and improve upon their care practices. This will act to enhance the quality of care provided to young people.

The previous inspection made one recommendation for improvement. This related to telephone enquiries about people applying to work at the home being made as a feature of the home's recruitment practices. No new staff have been employed since the last inspection. However, senior staff of the home showed that the verification of staff references will now be routinely completed. in line with the national minimum standards.

This inspection found additional weaknesses in the service. The provider has failed to evidence that Regulation 34 monitoring is periodically conducted and no subsequent monitoring reports have been forwarded to Ofsted. This is required to confirm that regular monitoring of the quality of the service provided to young people takes place.

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
24 (2001)	review and amend the complaints procedure so that it includes all information as required by legislation (Regulation 24 (4) (a))	01/05/2012
25 (2001)	ensure that staff are suitably qualified (Regulation 25 (1))	02/07/2012
27 (2001)	review and amend the disciplinary procedure so that it includes all information as required by legislation (Regulation 27 (2))	01/05/2012
27	ensure that all staff receive appropriate appraisal (Regulation	01/05/2012

(2001)	27 (4) (a))	
34 (2001)	establish and maintain a system for monitoring the matters set out in Schedule 6 at appropriate intervals. (Regulation 34(1)(a))	01/06/2012
34 (2001)	supply to the HMCI any Regulation 34 reports. (Regulation 34(2))	01/06/2012

Recommendations

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