

Inspection report for children's home

Unique reference number	SC063814
Inspector	Michael Mulvaney
Type of inspection	Full
Provision subtype	Children's home

Registered person	Break
Registered person address	Davison House 1 Montague Road SHERINGHAM Norfolk NR26 8WN
Responsible individual	Hilary Bridget Richards
Registered manager	Janet North
Date of last inspection	04/03/2014

Inspection date	17/12/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	good
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This is a good home. It provides a good standard of individual care to young people with complex needs. They are achieving well at school and developing more confidence in the community. The staff work attentively to create opportunities for the young people to feel safe and be able to express their feelings. Some of the young people have lived here for many years, which means that they have an attachment to it and the adults who work there.

The staff have a strong commitment to the young people and they take time to form a sound professional yet nurturing relationship. Good partnership working with a range of professionals provides good guidance as to how best use these relationships to meet the young people's needs.

This inspection has found shortfalls regarding how the home consistently records and meets the complex needs of the young people.

Full report

Information about this children's home

This children's home provides care and accommodation for up to four children and young people with emotional and behavioural difficulties, aged between seven and 17 years and is owned by a registered charity.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2014	Interim	good progress
07/01/2014	Full	good
07/01/2013	Interim	good progress
13/09/2012	Full	outstanding

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
11 (2001)	The registered person shall ensure that the children's home is conducted so as to make proper provision for the care, education, supervision, support and, where appropriate, treatment, of children accommodated there. Regulation 11 (3) (b)	30/01/2015

Recommendations

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

- registered person approves the Statement of Purpose and the children's guide and reviews them at least annually. (NMS 13.3)

Inspection judgements

Outcomes for children and young people **outstanding**

The young people in this home make exceptional progress; their attendance at school is good. This will help in giving them better opportunities later in life and help them to make and maintain friendships in the community.

The young people have made excellent progress in their community having been able to attend a number of social events which until recently they would not have been able to do so because of their background. This step is significant in their lives as it marks the beginning of a move to gain further confidence and develop a better image of themselves.

They have very strong attachments with the adults who look after them. This results in the young people feeling cared for. These attachments help to build emotional resilience in the young people which will assist them as they progress in life.

Their independent living skills are promoted and some young people are participating in shopping and cooking. This results in them accumulating important practical skills as well as the social skills which will prepare them for adult life.

Young people have become very much more confident as a result of living in this home. They are more able to meet with others in the community and make their needs known; this is in contrast to when they were first placed. This results in them being more outgoing and less reserved.

Young people are healthy and have a good understanding of healthy life styles. They attend health appointments as necessary.

The young people are able to make decisions about their home and their lives, whether it is the colours of their rooms or more complex issues such as contact with extended family. The consequence of this is that they feel listened to and supported.

Quality of care **outstanding**

The young people receive an excellent quality of care provided to them by a committed, reflective and nurturing group of adults. The young people speak warmly of the adults who look after them. Feedback from another professional spoke in glowing terms of the staff team's care and nurturing abilities.

The staff really know and understand the young people, taking time to focus and refocus their efforts on building positive warm and nurturing relationships with them.

This focus serves to promote their welfare needs and with some young people, rebuild their attachment with adults which have been damaged by early life experiences. This means that the young people have better self-worth and develop trusting relationships as they progress towards adulthood.

The staff give every opportunity for the young people to have their voice heard, from one-to-one key worker sessions to community (house) meetings to make their needs known. Actions are taken as a result of these meetings; this results in the young people feeling confident to express themselves.

There is a compliments and complaints book on hand which at present the young people and staff use to praise each other and give positive feedback. In-house surveys completed by the young people show that they are aware of how to complain if they need to.

There are individual care plans which the young people have played a significant part in preparing. These plans are used to manage the day-to-day care of the young people. This means that the staff have access to information which prepares them to be better able to meet the needs of the young people.

The staff prepare healthy home-cooked food. There is access to a full range of support services including play therapy as well as the universal services of doctors, dentists and opticians. Strong management has seen a reduction in the errors made in the administration of medication and this has led to the better monitoring of young people's health needs.

The staff work well with the local school and college promoting the young people's attendance and supporting their attainment, to improve their overall life experience and chances.

The staff pay particular attention to the individual cultural needs of the young people, looking at their interests and background to ensure that the care they provide includes this significant information. This results in positive reinforcement of the young people's identity which helps their feelings of self-worth.

The home is well decorated, homely and safe. There are no outstanding repairs or damage to the building.

Keeping children and young people safe good

This home is good at keeping the young people safe. The young people spoken to during the inspection felt that they were safe at this home. The young people rarely go missing, however, the home has an action plan to follow should this occur and positive relationships are in place with the police to manage such an occurrence.

The staff use positive rewards to promote good behaviour and although restraints are used they are infrequent. The staff and Registered Manager reflect upon these restraints. This means that there is monitoring of young people's care and consideration of their needs which will safeguard them.

There are individual care plans and risk assessments on the young people's file. These risk assessments and care plans have not been reviewed sufficiently to reflect the increased level of need of some of the young people. Consequently staff do not fully know the support needs of the young people and cannot demonstrate how they can meet these needs. Also they have not adequately risk assessed the impact that any new placement in the home has on the young people currently living in the home. In spite of this shortfall the staff are working very hard to minimise the impact on the young people from these issues.

The Registered Manager has very good processes to safely recruit new staff. The staff are vigilant with all visitors to the home and have a process to check the reasons why individuals are coming to the home. This helps to prevent the young people being targeted by unsuitable adults.

Allegations that have been made have been reacted to swiftly and in line with the procedure. The local authority designated officer (LADO) has been involved and supported the investigations. The feedback from the LADO is that the home has acted positively. This means that the young people have been kept safe by staff who are aware of and implement the processes to protect them.

Leadership and management

good

The Registered Manager has a degree in psychology and a further post-graduate qualification. She also has a National Vocational Qualification level 4 in management. She has been in post since 2007 and therefore has the appropriate experience to manage this home.

The Registered Manager has completed the actions from the most recent interim inspection and has followed up with the local authority to ensure that pathway plans are in place for all the young people. This shows the importance that is placed on having up-to-date documentation, which in turn allows the young people to be looked after by adults who have the most recent information about them.

The Registered Manager is alert to the strengths of the home and to the weaknesses. For example, a session on secondary trauma was presented to the staff at a team meeting as a result of their feedback. This resulted in the staff being more aware of the impact on them of this issue and more reflective of their practice with the young people, which in turn promotes good quality care.

The Statement of Purpose informs local authorities and families of the services provided to the young people. At present not all of the young people living in this home are placed in accordance with what this document describes as its admission criteria.

All the staff have received mandatory and optional training they receive regular supervision and guidance from a senior person in the home. This means that the adults have the relevant training and guidance to meet the young people's needs.

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.