

Children's homes - interim inspection

Inspection date	19/01/2016
Unique reference number	SC065730
Type of inspection	Interim
Provision subtype	Children's home
Registered person	Derby City Council
Registered person address	Treasurers Department, Council House, Corporation Street, DERBY, DE1 2FE

Responsible individual	Suanne Lim
Registered manager	Samantha Watts
Inspector	Ros Chapman

Inspection date	19/01/2016
Previous inspection judgement	Good
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged Good at the last full inspection. At this interim inspection Ofsted judge that it has sustained effectiveness. This home continues to provide a good standard of care for children and young people who have a short break, and they make good progress and have positive experiences. However, since the full inspection, there have been a number of significant changes in the management of the home. The registered manager and lead nurse left the service, and there has been a change in the responsible individual. Although new personnel were appointed without delay, planned changes to improve the service further are in their infancy, or have yet to be implemented. Effectiveness has therefore been judged as sustained because improvement has been limited. Children and young people who access this service have between one and four overnight stays a month. The stays are planned well, so that they are compatible with the rest of the group, they are with any known friends, and their needs can be fully met. Children and young people who are new to the service have a good introduction, which is taken at their pace. There is a full assessment of their needs which is carried out by nursing and residential staff through visits to parents and school. This then results in comprehensive plans to support their stays at the home. Children and young people are supported to make progress in identified areas. They have progression targets which link in with targets from home and school. For example, children and young people improve their self-care skills, or learn to settle better in unknown environments. Experiences they want to have are also highlighted, for example, going to a rugby match. After a day at school, sometimes they just want to 'chill' and may choose to watch television, listen to music, spend time in the sensory room, play outside, have a massage or have their nails painted. Children and young people access the community, for example, going to local shops or the park. In the school holidays they may go further afield. Children and young people enjoy their short breaks and have a good time with their friends. A stakeholder commended the staff by saying: 'They think outside the box and always try to think of a way round any obstacles.' Staff are caring, committed and	

passionate about ensuring the children and young people in their care are not disadvantaged in any way.

The new manager came into post at the end of September. She has a social work qualification, many years' experience of working with disabled children and young people, management experience, and is currently undertaking her management qualification. She has recently been registered by Ofsted as the manager of the service. The manager has identified that ascertaining wishes and feelings is an area for improvement. Two staff are developing ways to make this more meaningful, such as re-establishing the children's council, making this more representative of all the children and young people, and having a suggestions box. She has also recently implemented a shift-leading system to formalise the allocation of roles and make it more accountable. The lead nurse and manager are working closely together to improve integration. They are developing joint policies, procedures, incident reports and care plans so the service operates as one, and staff respond in the same way, to meet children's and young people's needs holistically and consistently. Additionally, she is looking at ways to reduce the waiting list for places. None of this is fully embedded as yet.

The majority of children and young people who access the service have very complex needs. These needs are well met by the staff team, which also comprises nursing staff. However, some of the care plans and risk assessments which are used to inform the provision of care and support have not been updated recently. This may mean that staff deliver care which is not fully in line with the most up-to-date assessed needs. Additionally, the case records do not fully comply with the Children's Homes Regulations 2015. The legal status is not detailed, and other documents which should form part of the record are not in situ. These may form part of the local authority electronic record, but there is insufficient clarity about what is available elsewhere, therefore compliance with the regulations cannot be assured.

Children's and young people's safety is promoted well. The building is suitably secure to reflect their vulnerability, therefore they do not go missing. Staff demonstrate a robust awareness of the particular vulnerabilities of the children and young people they care for. They query any unexplained bruising and report any changes in behaviour. Potential safeguarding incidents have been properly reported and investigated. Behaviour is well managed. Sanctions and restraint are extremely rare, but are used appropriately when necessary.

Partnership working is good. A social worker commented: 'The team is fantastic; they are very supportive in emergencies. I cannot commend them highly enough.' The home is co-located with other disabled children's services, including the social work team, which aids communication and joint working. Staff from the home undertake joint home and school visits with social workers so they can offer a joined-up service. Staff and managers also work closely with schools. A school nurse said: 'They are really good at communicating.' This contributes towards consistent care.

Staff and managers work very closely with parents, who are, in the main, very positive about the service. One parent commented about the flexibility and said the short breaks were planned well. An independent reviewing officer remarked: 'Parents are really singing from the hilltops.' When issues have arisen, the manager has been quick to address and resolve these to the satisfaction of the complainants. Some aspects of practice have been altered as a result, which demonstrates a positive response to, and learning from, complaints. There is also a parents' forum, and suggestions from this have been implemented, for example, a display board with photographs of the staff who are on duty and an open day. This is an area which the manager plans to develop further.

The three requirements made at the previous inspection have been addressed. All staff are now undertaking, or about to be enrolled on, the relevant childcare qualification, training in autism has been sourced and is being rolled out to the staff team, and the frequency of supervision has improved. The manager now plans to address the quality of supervision to make it more reflective. These measures are designed to enhance the support which staff provide to the children and young people.

Information about this children's home

This is a local authority children's home which provides short breaks for up to 10 children and young people with sensory impairment, learning disabilities and physical disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/08/2015	Full	Good
27/03/2015	Interim	Sustained Effectiveness
30/10/2014	Full	Good
18/03/2014	Interim	Good Progress

What does the children's home need to do to improve?

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 (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*. The registered person(s) must comply with the given timescales.

Requirement	Due date
The registered person must maintain records ("case records") for each child which include the information and documents listed in Schedule 3 in relation to each child; are kept up to date; and are signed and dated by the author of each entry. Regulation 36(1)(a)(b)(c))	04/03/2016

What the inspection judgements mean

At the interim inspection we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This 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 Children's Homes (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*.

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