

## Inspection report for children's home

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| <b>Inspector</b>               | Judith Longden / Amanda Ellis |
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| <b>Provision subtype</b>       | Children's home               |

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| <b>Date of last inspection</b> | 24/03/2011 |
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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 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 *Inspections of children's homes – framework for inspection* (March 2011) and the evaluation schedule for children's homes.

### The inspection judgements and what they mean

**Outstanding:** a service that significantly exceeds minimum requirements

**Good:** a service that exceeds minimum requirements

**Satisfactory:** a service that only meets minimum requirements

**Inadequate:** a service that does not meet minimum requirements

## Service information

### Brief description of the service

This home is a ten-bedded residential short break service for children with a range of disabilities, including learning disabilities, physical disabilities, autism and complex health needs. Children usually attend three or four nights per month. Funding is from the local authority and the health authority. The staff team are multi disciplinary and nurses are always on duty.

### Overall effectiveness

The overall effectiveness is judged to be **outstanding**.

This short breaks service provides a friendly and welcoming home from home. Young people benefit from personalised and well planned care based on the individual needs of young people. Young people's views and opinions on their care are actively sought and acted upon.

Young people benefit from improved outcomes in education, health and skills development. Young people benefit from outstanding relationships with staff and each other. Young people are protected from harm by excellent procedures and say they feel safe and well cared for.

There are no new recommendations or requirements as a result of this inspection.

### Areas for improvement

#### Outcomes for children and young people

Outcomes for children and young people are **outstanding**.

Young people benefit from a service provision which recognises them as young people with individual needs. Placement planning is inclusive of health, social care and education. The planning of the short breaks is fully inclusive of the parents and endeavours to ensure that young people's wishes, feelings and needs are sought and acted upon.

Young people and their parents are fully consulted in all aspects of care provision and service delivery. This leads to a transparency of provision which enables young people and their parents to express their views and if necessary seek support to make a complaint. Young people participate in reviewing their learning and are able to identify progress made in such areas as being able to clean their teeth, making friends and holding their own cup. This gives young people further encouragement and builds their confidence.

Young people are encouraged to develop relationships with each other and to behave within clear boundaries. Young people have excellent relationships with their key workers, other care staff and nurses.

Young people benefit from a wide range of educational opportunities. The short breaks resource is consistent in liaising with schools and education providers. Education staff contribute to planning for the young people. Key workers visit schools and there are joint statutory reviews. Educational opportunities are extended in a wider sense within the short breaks service. Young people are offered opportunities to learn about the wider community and current issues through play, visits and activities.

Young people receive a service where their health promotion is of paramount importance. The quality of care and outcomes achieved are maximised with the integration of multi-disciplinary health and social care teams who use the same building; the provision of specialist equipment and adaptations which meet the specific medical and physical needs of young people and detailed individualised placement planning.

Young people benefit from an environment which provides space and a diverse range of activities. The building design is bespoke and provides an ideal space to meet the needs of the two separate units, whilst also providing a high quality environment for the multi-disciplinary teams. The young people are able to engage in a range of indoor and outdoor activities. This includes active play and more passive play. The resources are diverse and meet the needs of children who have complex disabilities and medical needs. As a result young people are able to experience a wide range of leisure and learning activities.

## **Quality of care**

The quality of the care is **outstanding**.

Young people who receive a service from this provision have a high level of clinical need, disability and/or challenging behaviours. The provision of care and support is delivered from a specialist team of health and social care professionals, who each understands the specialism of children's disability. The multi-agency response to placement planning and provision of support services ensures that the holistic needs of each young person is met and addresses individual needs.

Young people receive an outstanding service that is clearly focused on their social, emotional and psychological health needs. The management and staff team act as strong advocates for the needs of young people in relation to accessing a range of services. Young people are able to engage in a range of activities and social opportunities within the service.

The young people are cared for by professionals who are appropriately trained and skilled. The team have clear training programmes and are supervised in a consistent manner. This leads to the young people receiving high quality care from both health

and social care professionals. The staff team are skilled in working with young people with autism, learning disabilities and challenging behaviour. Young people are supported by close working relationships between a range of health and social care professionals.

The staff team provide a warm and nurturing environment for young people to enjoy their short breaks. There is a clear commitment from the management and staff team to deliver high quality and responsive care to the young people who receive short break care.

Many young people have communication needs arising from their disabilities. There are processes and methods in place for the young people and parents to communicate wishes and feelings; express concerns or make a complaint. There is information in a variety of formats to enable young people to understand information and express their views or concerns.

Detailed and holistic placement plans are developed by staff, with the full involvement of young people and their parents. This ensures that young people's needs are met by the home. Plans clearly identify outcomes and targets to be achieved including educational and health targets. The coordination of placement plans is a multi-agency responsibility with contributions from the health and social care team as a whole. The care and progress of young people is monitored very regularly by the manager and staff and placement plans altered in line with the young person's changing needs.

Young people are made to feel welcome to the home. A thorough pre admission plan enables them to meet their key worker in their own home prior to their first visit. Short visits and a tea time stay are planned with parents prior to the first overnight stay. This ensures young people and parents are happy about the provision and service offered. Young people are provided with very good information about the home and a children's guide to 'sleeping over'. As a result young people feel valued and welcomed into the home.

### **Safeguarding children and young people**

The service is **outstanding** at keeping children and young people safe and feeling safe.

The home provides an environment of care and support where bullying is not tolerated. A high staff ratio to young people helps to reduce the likelihood of bullying. Staff and managers are aware of ages, needs and behaviour of young people and group them together ensuring the mix of the group does not pose a risk to others. Staff are aware of presenting behaviours and are able to address any behavioural concerns before they escalate into bullying.

Positive behaviour is encouraged by giving praise and frequent expressions of approval. This is supported by strong positive relationships between young people and staff. Staff are creative in managing behaviour. An example of this is a young

person whose behaviour escalated due to noise at staff changeover times causing them to be very unsettled especially at night. Staff now work through the evening and night when that young person is staying and therefore the same staff are there throughout the night and at waking up time and there is no noise from staff handover. As a result the young person's behaviour has improved.

The use of sanctions is in accordance with the understanding of the young person and include mild or severe verbal reprimand, removal to a calm environment, increased supervision or reparation such as an apology.

Staff are trained in managing challenging behaviour specific to young people with complex needs, using verbal conflict resolution techniques and only using physical restraint as a last resort. As a result young people interact positively with staff and each other and behave appropriately.

The home has excellent policies and procedures for safeguarding practices in respect of child protection, handling allegations, recruitment and young people's risk assessments. The safeguarding policy includes strategies to ensure child protection is responsive to the needs of disabled children. Staff are trained in safeguarding including training on recognising abuse in disabled children. Staff are clear on their role in the safeguarding process. Robust recruitment processes and the recording and monitoring of visitors to the home further ensure young people are protected from significant harm. Risk assessments are proportionate in order to help young people develop. Young people say they feel safe in the home.

The home has a good missing from care procedure and protocol developed with the police and local authority. Excellent levels of supervision ensure young people are kept safe and do not go missing.

Young people live in a home that provides the appropriate level of security to ensure their safety and wellbeing. Regular fire, maintenance and equipment checks further promote the safety of young people. The home provides a range of activities, equipment and facilities for groups of young people and some specific to individual young people. As a result young people's individual needs and preferences are met.

## **Leadership and management**

The leadership and management of the children's home are **good**.

Young people benefit from a home that has demonstrated improvement since the last inspection. There is evidence of outstanding positive changes in the safety of young people as a result of these improvements. All previous recommendations have been met. Any incidents of restraint are recorded and monitored effectively. Fire safety issues regarding a bolt have been resolved. The recruitment process is robust; there is sufficient staffing and excellent training available to all staff from all the disciplines. The managers monitor all records and events effectively and identify trends and patterns and impose actions to address any issues. There are no requirements or recommendations as a result of this inspection.

The home has an excellent statement of purpose and staff and parents are clear on the aims and ethos of the service to provide short breaks for young people with a range of disabilities. The service is provided by an integrated team of nurses and care workers. The home is managed by suitable personnel who are qualified and experienced ensuring a service to young people that is efficient and effective in caring for young people and developing them to reach their full potential.

The multi disciplinary staff team have a variety of skills, qualifications and experience and bring different strengths to the service. The staff rota ensures young people's needs are met through the provision of sufficient staffing. Staff receive an extensive variety of training and development opportunities. The training material is relevant and of high quality and staff are able to put learning into practice. As a result they are able to improve their competency and ensure young people's needs are met. Staff are supported by a competent management team and receive excellent standards of support, guidance and supervision. This ensures the service provided to young people remains of the highest quality.

The home has very good procedures for monitoring the quality of the service provided and the welfare of the young people. The registered provider undertakes visits to the home in accordance with regulations and carries out checks to ensure the quality of service remains good and the welfare of young people is monitored. The manager monitors records kept by the home to identify any concerns, patterns or trends. Records are stored securely and information sharing is in accordance with data protection. All significant events relating to the protection of young people in the home are notified as appropriate and actions taken as required. As a result the quality of care and the welfare and protection of young people is monitored.

Equality and diversity practice is **outstanding**.