

Inspection report for children's home

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Inspection date	18/03/2013
Inspector	Pamela Nuckley
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	09/08/2012
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Service information

Brief description of the service

This is a privately owned children's home registered for three young people with emotional or behavioural difficulties.

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**.

This interim inspection focuses on the progress made by the home since the last full inspection in August 2012, at which it was judged to be outstanding. The two recommendations set for improvement have been addressed. However, one requirement and two recommendations have been raised as a result of this visit.

The manager reviews the quality of care and reports on this regularly. These reports contain consultation with parents, young people and professionals. Therefore, the manager has been able to bring improvement points into his development plan. This ensures that all parties are included in the development of the home. Monitoring reports by someone external to the home also show that young people and parents are consulted with. However, the rest of the report lacks sufficient detail throughout. For example, questions are answered with a yes or no or with a date of the last entry within a record, rather than evaluating the quality of the record. This does not ensure that there are good, effective systems in place to monitor the quality of care.

Young people have not been missing from the home since the last inspection. Individual risk assessments are in place that sufficiently safeguard young people.

Good key work records are maintained which demonstrate that regular and pertinent topics are discussed with young people. Young people say that they are given good advice and were able to discuss any issue through this system. One young person said, 'The best thing here is that staff really listen to you.'

Young people say that relationships with staff are good and are based on respect, trust and honesty. Young people say that their behaviour has improved because of these good relationships. The consultation systems with young people are good; meetings taking place alongside more informal discussions between staff and young people. One young person said, 'We discuss all sorts in our young people's meeting and we are included in any changes within the home.' For example, one young person felt that the filing system within the home could be improved. He suggested that the files and information held about each young person could be colour coordinated. As a result, each young person chose a colour and any file, chart or information about them corresponds with that colour.

Young people are helped to develop socially acceptable behaviour by the use of praise and the implementation of boundaries. Young people know what standards of behaviour are expected and this has resulted in young people demonstrating an increasingly mature and responsible approach to how they conduct themselves. Staff demonstrated that they were fully aware of each young person's needs. They are knowledgeable about young people's individual behaviour and have effectively supported young people to progress in several areas of their lives. Young people are very complimentary about their care. They said that due to staff listening to them and giving good advice that they had been able to reduce some of their risk-taking behaviours. However, risk assessments are generic and do not clearly identify the risks, the action for staff to take or include steps to reduce risks. Therefore, young people, staff and the general public are not fully safeguarded through robust systems.

Young people are looked after by a staff team that is caring and have the young person's best interests at heart. The numbers of staff on duty are sufficient to meet young people's needs. All staff have the National Vocational Qualification at level 3 in care. All staff have completed mandatory training and their knowledge is updated regularly. Young people with complex needs have made significant improvement in several areas. However, staff do not receive on-going training to help them support young people with complex needs, for example those with autism. As a consequence, the lack of specific training in these areas does not underpin, inform or enhance their practice.

The staff work in a determined manner to ensure that appropriate education placements are sourced quickly; as a result, young people's education is disrupted as little as possible in order that they can continue to attend classes and achieve. Staff support young people in education planning meetings or represent their views if they choose not to attend. Contact between the home and school is frequent and effective. A notable area of strength is staff's close communication and support of other professionals working in education to sustain and increase the young people's time in the provision. The staff make a lot of effort to encourage good attendance

and ensure that the young people are well prepared for the school day. Therefore, staff are fully aware of the young people's attainment levels and targets, progress or areas for development.

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
33 (2001)	ensure that the person carrying out the visit prepares a written report on the conduct of the home. This is specifically in relation to ensuring that sufficient detail is recorded within the record, to demonstrate the quality of care given.(Regulation 33 (4) (c))	30/04/2013

Recommendations

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

- ensure that staff receive guidance and training to provide appropriate care if looking after children with complex health needs. Specifically in relation to having autism training (NMS 6.8)
- ensure that the home implements a proportionate approach to any risk assessment. This is specifically in relation to ensuring that risk assessments have sufficient detail. This includes; recording the actual behaviour, the action for staff to take, the reduction of the risk and regular review of. (NMS 4.5))

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*.