

Inspection report for children's home

Unique reference number	SC066242
Inspector	Chris Scully
Type of inspection	Full
Provision subtype	Children's home

Registered person	Progressive Futures Care Limited
Registered person address	Unit 13 Victoria House, North Mersey Business Centre Woodward Road LIVERPOOL L33 7UY
Responsible individual	Zoe Maria Wilkinson
Registered manager	Justin Edward Pagan / Zoe Maria Wilkinson
Date of last inspection	18/03/2014

Inspection date	11/09/2014
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Previous inspection	satisfactory progress
Enforcement action since last inspection	There has been no enforcement action since the last inspection.

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

Overall effectiveness

Judgement outcome	good
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Young people's needs are met well through personalised care planning, which generally identifies all of their individual needs and circumstances. While recent events have impacted upon the outcomes for young people, they are working with staff and others to ensure positive outcomes for themselves. Family members say they are pleased with how young people are managing at this time and that they are doing everything that is being asked of them. Young people have a positive relationship with staff but enjoy spending most of their free time with family and friends.

Young people's views are central to the decisions being made about their future and where they would like to live. Although they say they are not fully clear on why some decisions are being made at this time by placing authorities. Young people know how to make a complaint. They feel valued as they are listened to and their concerns are taken seriously. Young people say staff are 'all right' and they have no concerns. They feel safe here and know staff act in their best interests.

Young people are protected because of the effective safeguarding and missing from care procedures, as well as the health and safety checks implemented within the home. Being missing is not an issue for these young people. They have a sound

understanding of the house rules, for example, they return home on time.

The home recently appointed a secondary manager to cover the Registered Managers extended leave of absence. This has provided some stability for the home and young people. Records and documentation are generally appropriately maintained. However there are some shortfalls relating to the use of subjective language and a lack of clarity in some records that had not been identified prior to the inspection. The systems for the safe administration and disposal of medication are not sufficiently robust. Monitoring of the home is more detailed, but reports by the Registered Manager have not been sent to Ofsted within the prescribed timeframes.

Full report

Information about this children's home

The home is registered to provide care and accommodation for two young people. It may also provide transitional care for young people entering into adulthood for a specified period of time. The home is owned by a private organisation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/03/2014	Interim	satisfactory progress
15/10/2013	Full	good
27/02/2013	Interim	good progress
06/12/2012	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
34 (2001)	maintain a system for the monitoring of the matters set out in Schedule 6 are least one in every 3 months and these are provided to the HMCI (Regulation 1 (a) (2))	31/10/2014
21 (2001)	ensure suitable arrangements are in place for the recording safe administration and disposal of any medicines received into the home and is administered as prescribed. (Regulation 21 1(a) 2(b))	31/10/2014

Recommendations

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

- ensure young people are encouraged to participate in a range of positive activities that contribute to their physical and emotional health in particular they are provided with the most up-to-date guidance and information (NMS 6.3)
- ensure there are systems in place to monitor the adequacy and quality of record keeping in particular the use of some language used in records, key worker notes, health care plans, behaviour management plans, staff supervision records and all records are signed and dated (NMS 22.1)
- enhance further the homes vetting checks in particular checks carried out on the applicants references and their interview notes are sufficiently detailed and are correctly dated (NMS 16.3)
- ensure there are clear arrangements in place for staff to deputise in the Registered Manager absences with particular regards to the appointment of a deputy (NMS 17.4)
- enhance the communications with placing authorities in particular they are provided with written reports on young people's progress. (NMS 22.7)

Inspection judgements

Outcomes for children and young people **good**

Young people are happy, comfortable and relaxed in the home. Family members are positive about the service the home provides, and confirm that young people enjoy improved outcomes. For example, family members say young people have achieved all their personal goals and enjoy the opportunities to visit their family on a regular basis. Young people were not in the home during the inspection. However, during telephone conversations with inspectors told them they were 'happy' and everything was going well for them. Young people say they enjoy the opportunities to stay with family members as this enables them to sustain very positive relationships with them. Young people have few friends in the local area preferring to spend time with family and friends closer to their home.

Young people have a very secure understanding of their background and can see the progress they have made since residing in the home. They have strong links with their family and their ultimate goal is to return home to them. Young people enjoy positive relationship with staff and are confident to talk to them about any issues that may be concerning them.

Young people have a sound understanding of their own health care needs. They attend all health care appointments and take on board the advice from health care professional in order to stay fit and well. Young people are engaging with smoking cessation practitioners and while they did manage to give up smoking for a time they have admitted to smoking a small number of cigarettes. However they are fully aware of the health risks associated with smoking. Young people benefit from discussions with staff about specific health issues. Although, on some occasions this may not be the most up-to-date guidance as it has not come directly from the young person's health care practitioner. This means young people may be offered conflicting advice from staff and health care providers.

Young people's attendance at school has much improved, their result for last year clearly reflect this. Schools say that this has enabled the young people to secure a number of qualifications. They say young people are much more confident about their learning and are actively looking for college placement to continue their education. Young people are always ready for school and arrive on time.

Young people are developing a range of skills that will help them in their adult life. They are encouraged to help prepare shopping lists budget for items and to undertake a range of household tasks. Young people receive good levels of praise and encouragement from staff to achieve their individual goals. Additionally, young people contribute their thoughts about the running of the home to staff in one-to-one meetings or group discussions. This provides them with appropriate control for

everyday decisions and creates a sense of belonging.

Quality of care

good

Young people respond well to the consistently good standard of care provided. Staff have appropriate aspirations for young people and are very proud of how well young people are doing. Staff are fully committed to enabling young people to lead happy and fulfilling lives. They are patient, friendly, and approachable and have created an environment where young people feel cared for and able to accept advice and guidance.

The homes care plans generally provide a clear picture of personal needs, the support required and the objectives young people and staff are working towards. However, some information within health care plans is not complete, for example, information about specific medication.

Medication is generally appropriately stored. However, the checks to ensure medication remains in date are not as robust. This is because one form of medication which should have been disposed of after a specific number of days remained in the medication cabinet. Also the administration of this medication did not appear to be administered in line with the prescription. This could not be fully explored as the box for the medication could not be located and the record sheet did not make clear as to how often this was required, for example, when needed. This impact of this oversight was minimised as the young person had not required this medication for some time.

Young people's emotional health needs are well supported. They have access to and take advantage of a variety of health care services, such as children and adolescent mental health where appropriate to promote their emotional well-being. Young people are more confident in their own abilities, are able to talk about their feelings and reflect upon past experiences.

Young people are actively encouraged to take part in reviews and discussions about their future care with staff and placing authorities. This ensures young people have a voice in the decision making processes. Although, young people say they are not clear as to why some decisions made by the placing authority about contact arrangements are being made. This information has been shared with the young person advocate who is acting on their behalf. Social workers say the home keeps in touch with them via telephone on a regular basis which means they are aware of the young people's progress. Social worker say they would benefit from weekly written reports to feed into young people's reviews.

Complaints from young people are rare. Where they do occur, they are appropriately

addressed and resolved. As a result, young people know that their concerns are listened to and acted upon. Young people are offered a wide range of activities but are currently choosing to spend their free-time with their friends.

Young people live in a warm welcoming family home. Young people take pride in their bedrooms and have chosen their own décor, furnishings and bedding. The home is well maintained and decorated.

Keeping children and young people safe good

Young people's welfare is of paramount importance. Young people are supported to overcome any difficulties they may face so they have an opportunity to lead happy, fulfilling lives. Young people live in a safe environment where they are protected from harm and have a strong sense of safety and well-being. They say they feel safe and are able to talk to staff if they have any concerns.

Young people are protected as staff have a secure understanding of the home's safeguarding procedures. They give young people's safety the highest priority and are trained in relation to safeguarding. Consequently, staff are clear on the action to take should they have any concerns regarding a young person's safety or well-being.

Missing from care is not an issue for young people. The home has effective policies and procedures in place which are effectively implemented should a young person be missing. This means they are able to quickly locate young people and enable them to return home safely. The Registered Manager attends regular meetings with police missing from care coordinators regarding potential risks to young people in the community. This enables the home to initiate additional measures if required to keep young people safe.

Young people are well behaved and are polite and considerate towards staff. Young people are aware of the house rules and generally adhere to them. Behaviour management plans are in place but have not been updated for some time. This means that they do not reflect young people's current situations and how this may impact upon their behaviours. This is a recording issue and does not impact upon the care provided.

When serious incidents occur, staff ensure that prompt and appropriate action is taken to ensure the safety of young people. Furthermore, all required serious incident notifications are made to the appropriate services. As a result, young people's safety is promoted at all times.

Risk assessments outline what measures need to be in place to support the young people in their environment, in the community and in various activities. Consequently, the welfare and safety of the young people is not compromised and is maintained to a good standard. Regular fire drills take place in both day and evening

times. This ensures that young people and staff know what to do in an emergency. All areas of the home are safely maintained and appropriate checks ensure any defects are identified and resolved. This ensures that young people's health and safety is appropriately promoted in the home.

The recruitment and selection arrangements for people working at the home are usually sound to make sure young people are protected. However recent staff files lack clarity as to the discussions at interview and how they were deemed suitable for the post. Also the full dates are not recorded as to when checks on referees were carried out. These issues impact upon the clarity of the recording. The vetting of visitors to the home is robust and ensures the safety and well-being of young people.

Leadership and management

good

The home is currently being led by two Registered Managers. One Registered Manager has been in post since 2010 and has experienced an extended leave of absence since the last inspection. As a result the responsible individual registered as the manager in April 2014 in order to provide additional stability and support to the home in their absence. The Registered Manager is currently under a phased return so this arrangement will continue during this period. Both Registered Managers have the qualifications, skills and experience to manage the setting.

The Statement of Purpose and young person's guide are shared with young people, their families and placing authorities. The Statement of Purpose is well written, informative and provides the reader with information on the care and support provided. This is reviewed on a regular basis to ensure the information remains current.

The home has a history of good compliance. Since the last inspection the home has improved upon the quality of reporting within the managers and independent persons monitoring reports of the home. This has enabled the Registered Manager's to identify shortfalls and take action to address these. Reports by the Registered Manager have not been received by Ofsted within the prescribed timeframes. This was an oversight on behalf of the home and has not impacted upon the care provided to young people.

The introduction of a new health care plan format has improved the level of detail in the plans but, they do not always reflect young people's current health care needs. Therefore, this recommendation has not been fully met.

Records within the home are usually well maintained and detailed. However recently there has been a decrease in the clarity of recording. This means records such as key worker records, health care plans, staff supervision records do not reflect the discussions had with staff or young people. Also the use of some language in records is subjective and does not accurately reflect young people's behaviour at the time.

Young people are cared for by a qualified staff team. A rolling programme of training is in place to ensure staff remain up-to-date with current guidance and legislation. Regular staff meetings provide opportunities for the staff team to meet and discuss the progress of young people and any emerging issues for them.

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.