

Inspection report for children's home

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| <b>Unique reference number</b> | SC066469          |
| <b>Inspection date</b>         | 8 January 2010    |
| <b>Inspector</b>               | Russell Shackford |
| <b>Type of Inspection</b>      | Random            |

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| <b>Date of last inspection</b> | 17 September 2009 |
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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.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

## The inspection judgements and what they mean

|               |                                                               |
|---------------|---------------------------------------------------------------|
| Outstanding:  | this aspect of the provision is of exceptionally high quality |
| Good:         | this aspect of the provision is strong                        |
| Satisfactory: | this aspect of the provision is sound                         |
| Inadequate:   | this aspect of the provision is not good enough               |

## **Service information**

### **Brief description of the service**

This service is a children's home. It provides three long term placements for young people aged between 10 and 17 years. The accommodation consists of three single bedrooms and spacious communal areas for eating, studying and relaxing. The home is in a village approximately seven miles from the town centre. It is close to shops, leisure facilities and public transport.

### **Summary**

This was an unannounced interim inspection to check on key standards and related regulations under the Every Child Matters outcome group of staying safe and progress made with actions raised at the previous inspection. This is an inadequate service. Children's privacy is well respected and complaints are handled satisfactorily. The manager and staff have received child protection training. This is supported by a good safeguarding procedure, which is written guidance for staff to follow in the event of any allegation or suspicion of abuse. Behaviour management policies and practice are good. However, not all staff have received fire safety training. Fire doors, designed to contain fire, continue to be frequently and routinely wedged open. An action was raised to cease this practice immediately. There is a maintenance and repair programme in place for the home but many areas remain in need of repair and decoration. Not all of the safety matters raised in this report have been identified or adequately addressed. Therefore, there are inadequate measures in place to monitor and improve the quality of care provided and safeguard the welfare of the children.

The overall quality rating is inadequate.

This is an overview of what the inspector found during the inspection.

### **Improvements since the last inspection**

The registered person was asked to ensure that improvements were made around medication, notification and complaint records, leaving care planning, fire safety, the quality of the home environment and monitoring of the quality of care and safety at the home.

The records and care planning have been satisfactorily addressed. However, the following areas have not been satisfactorily addressed. Fire doors, designed to contain fire, continue to be frequently and routinely wedged open. An action was raised to cease this practice immediately. Therefore, children's physical safety from fire in the home is not adequately protected. There is a maintenance and repair programme in place for the building. The inspector observed repair work being carried out during the inspection but many areas of the home remain in need of repair and decoration. Not all of the safety matters raised in this report have been identified or adequately addressed. Therefore, there are inadequate measures in place to monitor and improve the quality of care provided and safeguard the welfare of the children.

### **Helping children to be healthy**

The provision is satisfactory.

The staff are trained in medication matters to enable them to safely store, administer and record the medication that they are responsible for, and safeguard children's welfare. The medication records are recorded accurately and signed in line with the organisation's safeguarding policy.

## **Protecting children from harm or neglect and helping them stay safe**

The provision is inadequate.

Details about children's care are recorded and stored appropriately to maintain good levels of confidentiality. Children have access to a private telephone which is free to use for reasonable periods. All children have a key for their bedroom to help them feel that they control that private space.

The children know how to make a complaint because the staff have explained what to do and there is information around the home and in the children's guide about how to complain. Independent advocacy services are commissioned by the provider and, where appropriate, children are supported in making complaints about the service. All staff have received training on complaints to ensure that they know what to do if a person complains about the service. The complaints records have been improved to ensure that they contain the required details including outcomes. Therefore, complaints are satisfactorily handled.

Staff demonstrate good knowledge and understanding of the safeguarding procedures to promote and protect the children's safety. The manager and staff have received child protection training. The provider has a good safeguarding procedure for staff to follow in the event of any allegation or suspicion of abuse. Therefore, the welfare of children is promoted and an appropriate response is made to any allegation or suspicion of abuse.

All significant events at the home, including outcomes have been notified to the relevant authorities including Ofsted.

The sanctions policy is good, promoting the use of praise, encouragement and de-escalation of behaviours. Physical restraint is occasionally used to manage behaviour where no other alternative exists. Staff demonstrate good knowledge of the subject and the associated law. Physical restraint records contain the required details. All staff have received training covering the use of restraint and they follow the home's practice policy. Therefore, children are assisted to develop socially acceptable behaviour through encouragement, and constructive staff response to inappropriate behaviour.

Staff are knowledgeable about the risks to individual children. Good written risk assessments are recorded to enable staff to know what action to take to minimise the risk to each child during their known and likely activities. This helps to ensure that children's safety and welfare are protected.

All staff and children have been involved in a fire drill to ensure that they are aware of the procedure to be followed in case of fire in the home. The fire safety check records are up to date and the checks are carried out at the frequency stated in the fire safety instructions manual. However, not all staff working at the home have received up to date fire safety training to assist them in minimising the risks to children in the event of a fire at the home. Fire doors, designed to contain fire continue to be frequently and routinely wedged open. An action was raised to cease this practice immediately. Therefore, children's physical safety from fire in the home is not adequately protected.

All visitors to the home are recorded and the purpose for the visit is noted. There are good recruitment procedures and staff files are regularly audited to ensure that they contain the

required information. All of the required information is present. Therefore, there is careful selection and vetting of all staff working with children in the home and there is monitoring of visitors to prevent children being exposed to potential abusers.

### **Helping children achieve well and enjoy what they do**

The provision is not judged.

### **Helping children make a positive contribution**

The provision is not judged.

### **Achieving economic wellbeing**

The provision is satisfactory.

The leaving care team are involved where appropriate and pathway plans are prepared and implemented in a timely manner. Therefore, children receive care which helps to prepare them for adulthood.

The interior of the home is not maintained in a good state of structural and decorative repair. Some parts of the home are not clean and there are graffitied, scuffed and damaged areas throughout. There is a maintenance and repair programme in place for the building. The inspector observed repair work being carried out during the inspection. However, many areas of the home remain in need of repair and decoration.

### **Organisation**

The organisation is inadequate.

A quality assurance system is maintained to monitor the welfare of the children in the home. Monthly audits are undertaken by the manager and unannounced monthly monitoring visits are carried out by the provider. A report of the findings is produced. This ensures that the care of children can be adapted in the light of information about how the home is operating. However, not all of the safety matters raised in this report have been identified and adequately addressed. Therefore, there are inadequate measures in place to monitor and improve the quality of care provided and safeguard the welfare of the children.

## **What must be done to secure future improvement?**

### **Statutory requirements**

This section sets out the actions, which must be taken so that the registered person meets the Care Standards Act 2000, The Childrens Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

| Standard | Action                                                                                                                                                                                                                             | Due date       |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 26       | cease the practice of wedging open fire doors and take adequate precautions against the risk of fire, including the making of adequate arrangements for containing fires and the maintenance of all fire equipment (Regulation 32) | 8 January 2010 |
| 26       | make arrangements for all persons working at the home to receive suitable training in fire prevention (Regulation 32)                                                                                                              | 8 January 2010 |

|    |                                                                                                                                                                                                            |                |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 24 | ensure that all parts of the children's home used by children are kept clean and reasonably decorated and maintained (Regulation 31)                                                                       | 1 March 2010   |
| 32 | ensure that monitoring is effective enough to improve the safeguarding of the welfare of children and the quality of care in the home (Regulation 33)                                                      | 8 January 2010 |
| 33 | maintain a system for monitoring the matters set out in Schedule 6 at appropriate intervals which is effective enough to improve the safeguarding and promotion of the welfare of children (Regulation 34) | 8 January 2010 |

## Recommendations

There are no recommendations.