

Inspection report for children's home

Unique reference number	SC066912
Inspector	Michelle Edge
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Oracle Care Limited
Registered person address	Unit 1 Dane Valley Mill Havannah Street CONGLETON Cheshire CW12 2AH
Responsible individual	Steven Bromley
Registered manager	Brett David Pointon
Date of last inspection	30/10/2014

Inspection date	02/03/2015
Previous inspection	good
Enforcement action since last inspection	none

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **declined in effectiveness**.

This inspection focused on the effectiveness of the home, and the progress and experiences of young people since the last inspection. This visit has found shortfalls in safeguarding practice and a failure to follow procedures that potentially impacts on the welfare and safety of young people. A number of written records, including sanctions and incidents reports, had not always been completed.

Since the last inspection the home has experienced a number of changes to the staff team. Although with the support of bank staff there is sufficient staff within the home, on some occasions staff with minimal experience of the young people and a clear understanding of their needs has been left in charge. For example, one new staff member was unable to manage a young person's behaviour effectively and rang the Registered Manager on three occasions to ask how to deal with the situation. This then escalated to police assistance being requested. Consequently this compromised the safety and well-being of young people putting them at risk of being criminalised. Young people are, therefore, not always being cared for by staff fully able to respond to their needs.

While the Registered manager has responded promptly to safeguarding concerns and reported these to external agencies, the records could not be located to provide an accurate and up-to-date account of the actions taken. The outcome of an investigation also lacked clarity and failed to follow the home's own procedures. There were no records of the incident or how it had been managed effectively. As a result this does not demonstrate adequately that allegations are handled consistently in a way that provides effective protection for young people.

The medication records are not always completely accurately to show that young people have received the medication they need. For example; some records are not signed and do not show the amount of prescribed medication given to a young

person or any reasons why it was not provided. Accident records are not always completed when young people have been injured; for example when one young person physically assaulted another. These records do not support young people's health and well-being.

There is a clear lack of effective monitoring of physical restraints, sanctions and incident reports. The relevant paperwork has not always been completed and some records lack an accurate factual reflection of the incident. For example, reports often used generalised terms, such as 'unwanted behaviours' and do not show what had actually happened, the specific behaviour causing concern, and what staff did in response. This lack of a detailed account of the incident means that it is difficult for managers to draw conclusions about the quality and suitability of staff's behaviour management practice to protect young people's welfare.

Before a new young person moved in, a thorough assessment was completed to ensure the staff understood his needs and were able to meet them. The young person had the opportunity to meet with staff and understood what was expected from living in the home. This enabled him to be actively involved in the planned move and gain a clear understanding of the ethos of the home he would be living in. Planned work was also completed with the other young man already living in the home because he had been on his own for a period of time. This enabled him to be involved in the process and changes to his home environment. Relationships between staff and young people are mainly positive and young people are comfortable in their home environment. They are encouraged and supported to engage in various activities, including shopping, going to the local garden centre or into the town. They have the opportunity to choose their menus and activities they would like to go to. For example, one young person requested a visit to the local zoo; this was planned for the forthcoming week's holiday. This develops young people's social and independence skills. One young person said 'staff listen to me and they do care.'

Young people benefit from structured and agreed contact arrangements with families and those people who are important in their lives. Plans are regularly monitored and where issues have arisen, contact was amended to meet the needs of the young person. This is through consultation with all relevant professionals and family members. One parent said 'the staff are supportive during contact and this has helped.' This enables young people to maintain positive relationships with their families and develop their identity.

Young people continue to make progress in their education. For example, one young person had 100% attendance and his overall attainments had improved. The other young person was being supported with a reduced timetable and additional educational activities in the community. This plan was carefully monitored by the Registered Manager and other professionals to ensure adequate support was available for the young person to meet their educational potential. Young people also had the opportunity to attend after school clubs and one young person said 'he

liked to go to the gym and playing football with his friends.'

Information about this children's home

This privately owned home provides accommodation for up to two young people. The home provides care for young people who may display emotional or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/10/2014	Full	good
31/03/2014	Interim	good progress
24/10/2013	Full	good
31/01/2013	Interim	satisfactory progress

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
11 (2001)	ensure that the children's home is conducted as to promote and make proper provision for the safeguarding and welfare of children accommodated there. (Regulation 11(1)(a))	30/04/2015
17B (2001)	ensure that within 24 hours of any restraint, a written record is made in a volume kept for the purpose of which shall include; the name of the child concerned; the child's behaviour; a description of measure use; the date, time and location of the use of the measure; its effectiveness, the name of the person using the measure and other people present. (Regulation 17B(3)(a)(b)(c)(d)(e)(f))	30/04/2015

Recommendations

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

- ensure records are clear, up-to-date, and stored securely, and contribute to an understanding of the child's life (NMS 22)
- ensure there is a written record of all medication, treatment and first aid given to children during their placement. (NMS 6.15)

What inspection judgements mean

At the interim inspections 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

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.