

Inspection report for children's home

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Inspection date	19/12/2011
Inspector	Chris Scully
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Date of last inspection	05/05/2011
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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 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 (March 2011)*.

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.

Service information

Brief description of the service

The home provides care for up to four young people aged 10 to 17 years, who may experience emotional and behavioural difficulties.

Progress

Since their previous inspection the service is judged to be making **good** progress.

The setting was last inspected 5 May 2011. The setting was judged to be good and one statutory requirement and four recommendations were raised. These related to; the maintenance of the property, the use of initials in records and the sanctions record, risk assessments, staff qualifications and missing from care protocols.

All areas of the home are now suitably furnished and maintained. The damaged wardrobes, carpets and kitchen units have been replaced or suitably repaired. Young people say they are happy with their bedrooms and have everything that they need. Young people are pleased that they are able to personalise their rooms. A young person jokingly said that the home should be closed, but others were quick to respond 'you're having a laugh, take it from me it's the best.'

There is a more consistent approach to the recording of sanctions and young people are encouraged to sign and make comment about the sanction. This promotes transparency and enables the young people to have a say in what happens to them. Some records have been revised to ensure the young person's full name is recorded. However, this is not evident in all documentation and has been reissued as a recommendation at this inspection.

The home has addressed the issues raised in relation to risk assessments and the use of televisions in young people's bedrooms. New televisions have been purchased and are suitably and safely sited in the young people's bedrooms. Risk assessments have been conducted in relation to young people holding their own key to their bedroom. Currently, young people do not have a key to their room and ask staff to lock and unlock their rooms for them. This is because of the incidents of young people going missing and risk of them losing their keys. However, this is consistently under review and young people feel this system is 'ok'. Risk assessments for the home are in place but do not cover all of the areas used by young people, such as the laundry and office. This has been reissued as a recommendation as it is only partially met.

All staff who did not hold an appropriate level 3 qualification are now undertaking training courses to gain an appropriate qualification. Staff are positive about this and say they are pleased with the other courses they have attended since the last inspection such as safeguarding and restraint. They acknowledge that the restraint

training was valuable and they feel confident to carry this out should the need arise.

The home revised their missing from care protocols to ensure it is compatible and has regard to the Runaway and Missing from Home and Care protocols. The home liaises effectively with the police and the missing from care coordinator for looked after children. This means young people are quickly located and return home safely. The home acknowledges that there have been a high number of incidents of young people being missing since the last inspection. Staff worked with them to highlight the dangers of this and work consistently with social workers and the missing from care coordinator to reduce the incidents of this. The home has introduced a vulnerability plan which highlights the specific needs of each young person and the potential risks to them. This information is shared with the police and other agencies and means young people receive the right support at the right time for them.

The Registered Manager has improved upon the recording systems for staff supervision and rotas. This further ensures staff receive supervision on a regular basis. Staff rotas now clearly identify staff roles such as the person deputising for the Registered Manager on each shift. The home has revised the systems for recording key worker sessions with the young people. This provides greater insight into the discussions that have taken place and the outcomes. Consequently, this has improved upon the outcomes for young people and the organisation of the home.

Areas for improvement

Recommendations

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

- ensure entries in records are legible in particular the full name of each young person is recorded within all records (NMS 22.4)
- ensure the risk assessments of the home cover the whole environment, are individualised to meet the needs of the young person and are reviewed at regular intervals, in particular the laundry and office. (NMS 10.8)