

Inspection report for children's home

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Inspection date	08/02/2012
Inspector	Tracy Murty
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Date of last inspection	04/11/2011
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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

This service offers long-term therapeutic placements for up to two young people who have emotional and behavioural difficulties. It is one of several homes owned and managed by a limited company.

Progress

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

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At the full inspection of this home in November 2011, the overall effectiveness judgement was good. There were two requirements and four recommendations made as a result of that inspection.

A requirement was made at the last inspection in relation to the need for the Registered Manager to ensure that all relevant notifications were made to Ofsted and other agencies. The Registered Manager has implemented a new system for recording all such incidents and events with staff. This ensures that stringent oversight is in place following any notifiable incident or event. Staff follow the clearly set procedures for recording, alerting the Registered Manager and sending off notifications as appropriate. Robust recording and reporting systems support this process. This requirement has been fully met.

A further requirement was made in relation to the need for written records to be made within 24 hours of a restraint or discipline. Clear reporting and recording systems ensure that all such incidents are recorded by staff in a very timely manner. Incident reports clearly state the measures used, staff members involved, description of any injuries and duration of restraints used. Young people report feeling confident that staff perform any restraints in a fair and competent manner. The Registered Manager oversees all recording and monitors them on a regular basis, signing off all reports. This requirement has been fully met.

A recommendation was made to ensure that young people's health needs were promoted with sufficient information being held about their health needs. The Registered Manager has introduced a new recording system. Each young person now has an individual health plan in place, with detailed historic and current health needs information. An action plan details specific needs and actions required. The allocated key worker for each young person takes responsibility for ensuring that the action plan is completed and updated each month. The Registered Manager oversees this process and monitors work undertaken through supervision sessions with staff and in team meetings. This recommendation has been fully met.

A recommendation was made in relation to ensuring that a written record of all treatment and first aid given to young people was maintained. The home has clear and detailed recording systems in place. Staff record all accidents and incidents, overseen by the Registered Manager. Staff complete body maps following any minor or major accident involving a young person. Young people are offered the opportunity to see a medical practitioner following any restraints or accidents they are involved in. Young people report confidence in how staff treat them and that they are offered medical attention. Records are detailed and thorough and include the views of young people. This recommendation has been fully met.

A recommendation was made in relation to ensuring that young people were familiar with the emergency evacuation procedures. The home undertakes monthly planned fire drills. These take part at varying times of the month and at varying times of the day and night. Staff make accurate and detailed records following each fire drill, with the Registered Manager monitoring these every month. The home ensures that young people moving into the home are provided with a children's guide, which sets out the emergency evacuation procedures. All staff are involved in the evacuations, to ensure they are confident and competent in performing this task. Young people report being actively involved in the evacuation process each month and know where the meeting point is outside of the home. This recommendation has been fully met.

The final recommendation made related to ensuring that suitable arrangements were in place for the regular supervision of staff. A staff supervision matrix is in place, this details all planned supervision sessions for staff each month. The Registered Manager monitors this and ensures that they take place on a monthly basis. Staff report receiving regular and high quality supervision from the Registered Manager. Staff state that they receive regular and good quality training opportunities, which further enhance and develop their skills. New staff are provided with a mentor for their probationary period, this person provides additional support and supervision during the initial six month period. This recommendation has been fully met.

The Registered Manager and staff team have demonstrated continued improvement in quality of care and positive outcomes for young people. Young people continue to make excellent progress whilst living in this home. They attend school every day, with staff transporting them to school and back. Staff demonstrate a detailed knowledge of all young people's needs and work together as a team to ensure those needs are met. Therapeutic support further ensures that young people are provided with specialist support, with this taking place twice a week for each young person. Therapists provide staff with written accounts of their work with the young people and also attend team meetings. This provides continuity of care for young people and additional support for the staff team in meeting the young people's complex needs.

Young people develop independence skills, which assist them in moving into adult life. One young person stated that they can now wash their own clothes, manage their own finances and prepare their own meals. Young people feel that staff support and care for them to a very high standard and keep them safe from harm. The staff team promotes contact for young people with significant others, with family

members visiting the home to see young people as agreed with the placing authorities. One young person was very happy that their mother can come and visit them in the home regularly, that they are able to cook meals for those visits and have quality time with family members.

Young people are actively engaged in a wide range of social activities, which further increases their confidence and skills. Young people attend a local gym regularly; take part in outdoor activities and clubs in the area. Each weekend, young people work with staff to identify what activities they would like to take part in during the following week. Social activities are recorded for each day and displayed on the notice board. Young people are able to decide with staff what they would like to do and are supported to experience a wide range of social activities and trips. Young people go on holiday with staff each year, further developing their social skills and improving their confidence. Young people help decide the menu plans for each week and have a varied and healthy diet in place.

Young people benefit from individual placement plans which are highly tailored to their needs. Young people's views are sought and recorded by staff routinely. The rapport between staff, managers and young people is caring and respectful. Young people report feeling very well cared for by the staff. One young person stated that the Registered Manager is 'the best ever'. Staff report feeling happy and supported in their roles, both by other staff and the Registered Manager. Young people develop skills and confidence, which assist them in moving towards independence. The quality of care provided is of a very high standard. The staff team have created a warm and safe environment which enables young people to develop and achieve positive outcomes.