

Inspection report for children's home

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|--------------------------------|-----------------|
| <b>Unique reference number</b> | SC066917        |
| <b>Inspector</b>               | Marina Tully    |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

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|----------------------------------|------------------------------------------------------------------------|
| <b>Registered person</b>         | Oracle Care Limited                                                    |
| <b>Registered person address</b> | Unit 1 Dane Valley Mill Havannah Street<br>CONGLETON Cheshire CW12 2AH |
| <b>Responsible individual</b>    | Steven Bromley                                                         |
| <b>Registered manager</b>        | POST VACANT / Gary William Massey                                      |
| <b>Date of last inspection</b>   | 16/12/2014                                                             |

|                        |            |
|------------------------|------------|
| <b>Inspection date</b> | 24/03/2015 |
|------------------------|------------|

|                                          |             |
|------------------------------------------|-------------|
| Previous inspection                      | outstanding |
| Enforcement action since last inspection | None        |

## This inspection

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

A new manager was appointed to this home in February 2015. He has worked for the company for over nine years, which includes two years as a Registered Manager. The company has recently changed this home's management arrangements. This means the manager is now responsible for running this service only.

Since the last inspection the home has successfully prepared and supported two young people to move on to independence. They both made exceptional progress from the start of their placements in all areas of their lives. What is more, they continue to thrive in their independent living and have remained in contact with staff. Their success is down to the home's exceptional standard of care and excellent collaborative working with other professionals.

Young people benefit from comprehensive risk assessments and behaviour management plans. Staff demonstrate in-depth knowledge of their care plans and manage risk well. Consequently, incidents of them going missing from home are extremely rare. When they go missing or self-harm staff follow procedures consistently and ensure all relevant safeguarding bodies are informed.

Staff encourage young people to get involved in the planning of their daily routines. For example, they help plan menus and personalise their bedrooms. This helps them to settle and feel valued and respected. Improvements can be made in addressing young people's minor complaints and ensuring they have a clear understanding of respective outcomes. The home's 'groans and grumbles' book showed that a young person's comments had not been followed up. The comments had been made prior to the manager taking up post and he was unaware of them. This, therefore, demonstrates shortfalls in the manager's monitoring system as it failed to pick this matter up.

The recommendation raised at the last inspection in relation to staff supervision has not been sufficiently addressed. Prior to the new manager taking up post, the home experienced some difficulties as the previous manager went off work unexpectedly. This was further compounded by the deputy manager being moved to another home. As a result, there was insufficient management cover during the Registered Manager's absence. This meant that several staff supervision meetings were not completed during this period. The new manager has taken swift action to address this and February 2015 supervision records confirm significant improvement, but now needs to be sustained.

The home is run by a suitably qualified and experienced manager who demonstrates enthusiasm to sustain an excellent standard of care within the home. The accommodation is spacious and well-resourced and provides a genuine homely environment. The property has an unused outside building and its roof is structurally unsafe. The roof tiles are not sufficiently supported and can, therefore, easily fall off. The manager has taken appropriate action and the roof repairs are due to commence shortly. However, young people can still gain access to the area surrounding the building and this poses a risk to their safety.

Overall, the service has gone through significant changes since the last inspection. The change in how the service is managed means the new manager is now able to concentrate his time and commitment on the running of this home. Despite being new in post, the manager demonstrates a capacity for continued improvement. He has already started to address the good practice recommendations raised at this inspection.

## Information about this children's home

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.

## Recent inspection history

| Inspection date | Inspection type | Inspection judgement |
|-----------------|-----------------|----------------------|
| 16/12/2014      | Full            | outstanding          |
| 19/03/2014      | Interim         | good progress        |
| 25/10/2013      | Full            | outstanding          |
| 14/11/2012      | Interim         | good progress        |

## What does the children's home need to do to improve further?

### Recommendations

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

- ensure children understand how their views have been taken into account, and where significant wishes or concerns are not acted upon, they are helped to understand why (NMS 1.2)
- ensure the home provides a comfortable and homely environment and is well maintained. Specifically in relation to repairing the roof of the outdoor building and restricting access to the area until the repairs are complete (NMS 10.3)
- ensure staff have access to support and advice, and are provided with regular supervision. This is in relation to ensuring staff receive regular supervision in line company policy (NMS 19.4)
- ensure the manager regularly monitors all records kept in the home to identify any concerns about specific incidents. This is specifically in relation to the home's 'grumbles' book (NMS 21.2)
- ensure clear arrangements are in place to ensure appropriate management of the home when the registered manager is absent. (NMS 21.5)



## **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.