

Inspection report for children's home

Unique reference number	SC067561
Inspector	David Kidner
Type of inspection	Full
Provision subtype	Children's home

Registered person	Keys Education Limited
Registered person address	Hurstwood Court, Laganwood House New Hall Hey Road ROSSENDALE Lancashire BB4 6HR
Responsible individual	Marc Murphy
Registered manager	POST VACANT / Nehaya Zitawi-Hutchinson
Date of last inspection	20/01/2014

Inspection date	09/07/2014
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Previous inspection	satisfactory progress
Enforcement action since last inspection	none

This inspection	
Overall effectiveness	adequate
Outcomes for children and young people	good
Quality of care	good
Keeping children and young people safe	adequate
Leadership and management	adequate

Overall effectiveness

Judgement outcome	adequate
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The home's overall effectiveness has been judged adequate although there are some good outcomes for children and young people.

The home ensures that children and young people have individualised placement plans that are supported by risk assessments that guide staff in the delivery of each young persons agreed plan of care. Children and young people have positive views about the quality of their care and have good relationships with staff.

The home promotes equality and diversity and children and young people's cultural needs are clearly identified and supported. Children and young people celebrate their individuality and the home ensures that specific likes and preferences are acted upon.

Children and young people are supported and encouraged to participate in a wide variety of social and leisure activities both in the home and in the wider community.

Leaders and managers understand the strengths and weaknesses of the home and have development plans in place. However, shortfalls have been identified in areas such as the management of complaints, the management of medicines and ensuring that the reports in respect of reviewing the quality of care provided in the home are

sent to Ofsted. In addition, recommendations for further improvement include matters relating to staff training, record keeping and liaising with the local authority designated officer (LADO).

Full report

Information about this children's home

The home is run by a private company that runs other children's homes in the surrounding area. It is registered to provide care and accommodation for up to three children who have emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/01/2014	Interim	satisfactory progress
29/04/2013	Full	adequate
31/01/2013	Interim	good progress
16/08/2012	Full	good

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
21 (2001)	review the homes practice to ensure that any medicine which is prescribed for a child is administered as prescribed. In particular, the correct recording of the medicines administered (Regulation 21 (2) (b))	31/07/2014
34 (2001)	ensure that the registered person supplies to HMCI a report in respect of any review conducted by him (Regulation 34).	31/07/2014

Recommendations

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

- ensure that all references are checked to assess suitability before taking on responsibilities. In particular, telephone enquires are made as well as obtaining written references (NMS 16.1)
- ensure that staff are equipped with the skills required to meet the needs of the children. In particular consideration to be given for staff to receive training in attachment disorders (NMS 18.1)
- ensure that the designated person has responsibility for liaising with LADO and for keeping the subject of the allegation informed of progress during and after the investigation (NMS 20.5)
- ensure that the home's complaints procedure is followed. In particular, ensure that the complainant is kept informed of the progress of the complaint (NMS 21.10)
- review the system that is in place to monitor the quality and adequacy of record keeping and take action when needed. In particular when placement plans and risk assessments have been updated (NMS 22.1).

Inspection judgements

Outcomes for children and young people **good**

Children and young people make good progress in developing a positive self-view and self-esteem and they have a good understanding of their background. Children and young people benefit from regular contact with their families and people who are important to them, based on their individual circumstances and detailed in their individual placement plans.

Children and young people are aware of the importance of healthy lifestyles and the staff team guide them into making decisions regarding their health needs. They enjoy good health and for some children and young people their health has significantly improved since being placed at the home.

Children and young people have a good understanding of risk taking behaviours and these behaviours have reduced over time. However, the home is vigilant and takes robust action if children and young people engage in this behaviour.

Attendance at school is good and the home promotes and actively encourages the learning of children and young people who receive home tuition.

Children and young people are encouraged to develop independence skills relevant to their age and are actively involved in developing these skills around the home.

The home has developed close links with the local community and the home actively takes part in its local community and children and young people enjoy good contact with neighbours.

Quality of care **good**

Children and young people are supported by a staff team who strive to provide high quality care and support. Staff are skilled in understanding the children and young people's individual needs.

Children and young people speak very highly of the care and support from the staff team and enjoy positive and constructive relationships. One young person stated, 'Its amazing to live here' and, 'Staff care about me'. Another young person stated that the staff, 'are good', and that they are happy at the home.

Children and young people's views are listened to and acted upon. The home actively seeks the views, wishes and feelings of children and young people. Children and young people state that they have influenced new things in the home such as the

development of the games room and choosing of the colours and soft furnishings in the home. Children and young people are aware of how to make a complaint and are able to identify people they would speak to if they had any concerns or worries.

There are comprehensive placement plans and risk assessments that clearly identify the needs of children and young people. These are regularly reviewed and updated to reflect their needs. However, it is noted that when updated, some risk assessments and placement plans are not so easily accessible and it may be difficult to identify where amendments have been made. Placing authorities are kept up to date on a weekly basis of the care provided in the home. Placing authorities confirm that they are kept up to date and that the communication with the home is excellent. This demonstrates good partnership working.

Children and young people's health care needs and any identified therapeutic support needs are clearly identified and provided. Good records are kept of appointments with a variety of healthcare professionals. The health needs of some children and young people have significantly improved since being placed at the home. This has had a major impact on the quality of their life and their health outcomes. However, a discrepancy was noted in the recording of the administration of a medicine. The home acted upon this immediately in order to ensure safe practice and to safeguard children and young people.

The home encourages children and young people to develop their independence and self-help skills depending on their age and level of understanding. Children and young people benefit from developing new skills such as cooking and cleaning and they partake in daily household chores.

The home actively supports and fully encourages children and young people to attend educational facilities and their attendance at school is good.

Children and young people benefit from a wide variety of social and leisure opportunities. One young person spoke enthusiastically about enjoying a recent camping holiday. In addition, the home has developed good links with the local community and neighbours. Some children and young people have made friends with families and other children and young people locally.

Children and young people's cultural and personal identity needs are clearly identified and promoted. They celebrate special events relating to their culture. These include specific calendar events, the cooking and baking of food products and the promotion of language.

The home is very homely in appearance and is well maintained. Children and young people have influenced the choosing of colours when re-decoration has taken place and chosen soft furnishings. Children and young people are happy with their bedrooms. The home provides a variety of play and leisure equipment that are enjoyed by children and young people. They speak very highly of the games room

that they assisted in developing and furnishing. The home is situated close to a wide range of social and leisure opportunities for children and young people to enjoy.

Keeping children and young people safe adequate

Children and young people report that they generally feel safe inside the home and outside it. The home has detailed policies and procedures for safeguarding children. Staff demonstrate a good awareness of safeguarding practices and have received training in this area.

Investigations into allegations or suspicions of harm are handled fairly, quickly and consistently. The home makes contact with appropriate agencies and authorities to seek advice and acts accordingly. There are good working relationships between the home, placing authorities and the LADO. However, the home does not always inform the LADO of progress during and after an investigation.

The home has a missing persons policy and staff are aware of the action to take if children and young people are absent from the home without consent. Staff actively search for young people if they go missing. Good documentation is maintained and appropriate agencies and authorities are notified. The incidence of children and young people going missing from the home has reduced.

Positive behaviour is promoted in the home. Staff are knowledgeable of the factors that may trigger children and young people's behaviour, and what makes them upset. The home undertakes comprehensive guidelines and behaviour plans to support staff in managing children and young people's behavioural needs. These are supplemented by comprehensive risk management plans. Restraint is used as a last resort and the home ensures that detailed records are kept if restraint is used. The use of restraint is reducing and the manager regularly reviews the use of restraint and looks for trends and triggers. Staff receive training in the home's preferred method of de-escalation and restraint. This ensures that staff are appropriately trained in order to keep children and young people safe.

The home has a comprehensive recruitment and selection process. The manager has attended training in safer recruitment practices. However, following recent recruitment the home has not always ensured that all the appropriate documentation has been recorded in detail. In particular, the recording of the verification of references.

The home has good measures in place to ensure that the home is safe and well maintained. Regular checks are undertaken of the homes utility services and portable electrical appliances are regularly checked.

At the last inspection a requirement was made in respect of the home's fire safety. This has been addressed and the home has made improvements as recommended by the fire service. The home ensures that firefighting equipment is regularly serviced and the home conducts regular fire safety checks on the environment and undertakes regular fire drills.

Leadership and management

adequate

The home has a vacancy for the post of Registered Manager. However, a manager has recently been appointed and an application has been made to Ofsted in respect of this post. The manager has previously worked at the home in different roles and has a good awareness of the needs of the children and young people and of the strengths and weaknesses of the home. The manager has assisted in the compilation of the home's detailed development plan.

The home has met the requirement made at the last inspection and this now ensures a more robust approach to fire safety and fire prevention.

There is a comprehensive statement of purpose that describes the services that are provided and it contains all the required information.

The home has a detailed complaints procedure and keeps a record of the complaints received and the action taken. However, the home does not always ensure that the home's policy is adhered to. This primarily relates to keeping complainants informed of the progress of the complaint.

The home has not supplied Ofsted with the home's most recent review of the quality of care provided in the home. However, the newly appointed manager is aware of the regulations relating to this. The home ensures that there is an independent monthly review of the performance of the home and if any shortfalls are identified, they are acted upon.

The home notifies all significant events relating to the protection of young people to the appropriate authorities and agencies and has developed good working relationships with placing authorities and the LADO. Following an issue that was raised at the inspection, the home responded immediately to the matter and took appropriate action. In addition, there was a recent event at the home that caused concern. However the home took a robust approach to the matter and ensured that all appropriate agencies and authorities were informed in order to safeguard children and young people.

Staff receive regular supervision and an annual appraisal. Staff speak very highly of the support and guidance they receive from the manager.

Staff state that they are provided with good training opportunities and are positive

regarding the training that is on offer. The manager keeps a detailed record of the training that has been provided and when refresher training is needed. Staff receive appropriate mandatory training and training that further promotes their skills. However, staff do not receive training in attachment disorders and staff state that this would be of value to them, and assist them in their practice.

The home strives to have an appropriately qualified workforce and at present 45% of existing care staff have attained a minimum level 3 qualification and have achieved the level 3 Children and Young People's Workforce Diploma. The remainder of the staff are undertaking this qualification.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

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.