

Inspection report for children's home

Unique reference number	SC067561
Inspector	David Kidner
Type of inspection	Interim
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	Nehaya Zitawi-Hutchinson
Date of last inspection	09/07/2014

Inspection date	18/12/2014
Previous inspection	adequate
Enforcement action since last inspection	none

This inspection

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

At the last full inspection in July 2014 the home's overall effectiveness was judged as adequate. Since that inspection the post of Registered Manager has been confirmed and following this inspection, the home has been judged to have improved effectiveness.

The attendance at an educational establishment for some young people has significantly improved and for others this has been maintained, or declined. Some young people attend school and others receive home tuition and education support from staff. However, not all young people are receiving an education on a regular basis. The Registered Manager said that this is a concern and confirmed that there is regular liaison between placing authorities and education to promote young people's attendance.

The Registered Manager continues to ensure that staff receive the appropriate training for them to undertake their role. All staff have recently received safeguarding training and training in the home's complaints procedure. Staff are more aware of the process in keeping the complainant informed of the progress of any complaint. However, staff have not received training in mental health awareness. The Registered Manager agrees that such training will assist staff in their role.

The Registered Manager has been extremely proactive in addressing the two requirements and five recommendations that were made at the last inspection. Both requirements have been met and four of the five recommendations have been met.

The two requirements that have been met have resulted in the following improvements.

The home's practice in the administration of medicines is more robust. The Registered Manager has fully reviewed the home's arrangements and now regularly audits the records for the administration of medicines. The arrangements for the storage of medicines and the recording of the temperature medicines are stored at have improved.

The Registered Manager now ensures that Her Majesty's Chief Inspector receives regular and comprehensive reports on the quality of care provided at the home. The reports are evaluative and identify the strengths and weaknesses in the service provided. The report clearly identifies the measures that are to be taken to improve the service.

The recommendations that have been met have resulted in the following improvements.

Staff have now received training on attachment disorders. This ensures that staff are provided with recent information and guidance in how to support young people with an attachment disorder. Staff now reflect more on their practice.

The Registered Manager now ensures that the local authority designated officer (LADO) is kept informed of the progress during and after the investigation of any allegations.

The process for updating placement plans and risk assessments has improved. The Registered Manager now ensures that records clearly identify amendments made to these documents and reflect young people's current needs. Records are signed and dated to reflect this.

The recommendation that has not been met relates to the staff recruitment process. This was to ensure that telephone enquiries are made to verify references in order to assess candidate's suitability before appointment. The Registered Manager confirms that there has not been any newly recruited staff members since the last inspection. Therefore, this recommendation has been re-instated.

The Registered Manager continues to promote the safety and welfare of young people. Allegations of harm are taken seriously and the Registered Manager ensures that these are addressed and responded to appropriately. There is good liaison with the LADO and all other professionals and, where appropriate, with parents. There are comprehensive records with clear audit trails to demonstrate the action taken to address any concerns raised.

Young people are aware of the home's complaints procedure and have raised a number of complaints. These have all been resolved to a satisfactory conclusion and young people have signed their satisfaction with the outcome of their complaint. This demonstrates that the home listens to young people and takes their complaints seriously.

Young people's behaviour is well managed and staff have a clear understanding of the triggers to behaviours. Comprehensive records are kept in respect of incidents and the use of restraint. The Registered Manager ensures that there is robust monitoring of the use of restraint and has consulted with a behaviour therapist to explore new areas for the management of specific behaviours exhibited by some young people. It is noted that the use of restraint at the home continues to decline.

There is close monitoring of episodes when young people go missing. The Registered Manager ensures that all relevant agencies and authorities are informed and ensures that staff react appropriately. Staff are proactive in searching for young people and attempt to make contact with them when they go missing. Comprehensive records are kept by the home detailing the action taken and the action taken in light of the reasons given by young people for them being missing.

Young people continue to enjoy regular activities both in the home and in the wider community. All young people have been on a summer holiday. One young person said 'it was nice to have a holiday; we went to the beach and did body boarding'. Young people feel safe at the home. One young person said 'the staff are very supportive and look after me'.

Young people enjoy a homely environment in a home that is decorated and maintained to a good standard. At the time of this inspection, young people said that they were looking forward to Christmas and opening their presents. The home was decorated and well prepared for Christmas. This provides an attractive and homely environment for the festive period.

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
09/07/2014	Full	adequate
20/01/2014	Interim	satisfactory progress
29/04/2013	Full	adequate
31/01/2013	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 that all references are checked to assess suitability before taking on responsibilities. In particular, telephone enquiries 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 mental health awareness (NMS 18.1)
- ensure that children are supported to attend school, college or alternative provision regularly (NMS 8.3).

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.