

Inspection report for children's home

Unique reference number	SC067810
Inspector	Rosie Davie
Type of inspection	Full
Provision subtype	Children's home

Registered manager	Carmel Cindy Willis
Date of last inspection	12/11/2014

Inspection date	30/03/2015
------------------------	------------

Previous inspection	sustained effectiveness
Enforcement action since last inspection	None

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

Overall effectiveness

Judgement outcome	good
-------------------	-------------

This is the first full inspection since registration.

The experienced Registered Manager and newly formed staff team provide care tailored to address the individual's unique circumstances. Staff combine structure, routine and stimulation to provide good quality care for young people. Psychological consultation is available to staff.

Agencies positively acknowledge the staff and manager's motivation to creatively meet young people's ranging needs.

Parents benefit from and are impressed with the services provided.

The Registered Manager works therapeutically. She shares knowledge with staff, guiding them towards understanding young people's abilities and achieving a safe environment.

This inspection identifies one regulatory shortfall regarding fire. Four recommendations focus on education, sanctions, restraint and written records for unauthorised absence.

Full report

Information about this children's home

This home is one of a small group run by an independent provider. This home offers care for up to seven young people assessed to have emotional or behavioural difficulties, moderate learning difficulties or autistic spectrum disorders.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
12/11/2014	Interim	sustained effectiveness
06/03/2014	Interim	not judged
23/09/2013	Full	adequate
27/09/2012	Interim	good progress

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
32 (2001)	ensure that the requirements of the Regulatory Reform (Fire Safety) Order 2005 and any regulations made under it, except for article 23 (duties of employees), are complied with in respect of the home. With specific regard to fire doors. (Regulation 32 (1A) (b))	01/05/2015

Recommendations

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

- ensure staff are trained in the use of physical restraint techniques and only use the home's agreed techniques (NMS 3.15)
- ensure the written records kept by the home when a child goes missing detail the action taken by staff with specific reference to unauthorised absence (NMS 5.10)
- ensure the sanctions and rewards for behaviour are clear and understood by all staff (NMS 3.8)
- ensure that the home's written education policy is promoted, refreshed and understood by all staff. (NMS 8.5)

Inspection judgements

Outcomes for children and young people **adequate**

Young people make progress. They increase their understanding of their circumstances and learn new skills to help modify their behaviour. One young person said: 'I am learning new ways to get things done. It is hard but it is better.'

Promotion and support of family contact is a significant strength of this home. This enables young people to take part in family routines, maintain their identity, and helps to sustain attachments.

Young people are not attending school or accessing subject tutors. This falls short of achieving best outcomes. Young people do benefit from learning opportunities created by staff. For example, they receive help to embrace the day and to complete school work. However, despite efforts to take forward plans with other agencies, arrangements are not formal and therefore do not fully support young people to achieve their educational potential. Whilst the home has a policy for supporting education, this inspection recommends that managers refresh and implement the policy.

Young people attend a range of health appointments such as doctor, dentist and optician. They improve in their willingness to accept their unique medical circumstances. They make progress in understanding and taking responsibility for their individual health needs.

Young people eat a balanced and healthy diet. They develop confidence in food planning, preparation and household tasks. Young people learn about money management and budgeting. As a result, they benefit from opportunities to develop skills in independence.

Quality of care **good**

Staff and young people develop positive relationships. One young person said: 'I like the staff here, they are good to me, give me advice and I can talk to them about anything.'

Staff proactively encourage families to visit the home, for example, to share a meal or to join in activities. This enables staff to model advice and to understand the dynamic of key relationships. The result is that staff develop meaningful and helpful relationships with those significant to the young person. One parent said: 'The staff give me good advice about how to approach things in a different way.'

Staff recognise and reward desirable behaviours. However, this inspection recommends that the systems for recording rewards and consequences are clear and understood by all. To achieve results staff also use organised incentives. A parent said: 'Staff have engaged well and tried to learn how best to manage behaviour. They can tell me about progress and have really got to know what works well.' As a result, young people make links with these incentives and their behaviour improves.'

Staff ensure that young people have the opportunity to understand arrangements in the home. Newly admitted young people receive a guide, which describes what to expect. Staff display pictorial communication aids around the home. These successfully prompt young people.

Robust systems are in place to enable young people to express their opinions and to make a complaint. Managers deal with complaints providing clear responses. Staff provide opportunities for young people to comment and discuss feelings in individual time.

Staff ensure that each young person has an individualised placement plan. This document details the care plan and identifies the approach for supporting the young person and managing risk. This gives staff a shared understanding of the aims and objectives of the placement, which means that there is a consistent approach to young people's care.

Staff provide a diverse range of activities, which reflect individual interests. Staff actively engage with young people and have fun. Together they participate in activities in the local community for example, tennis, table tennis and football.

The home sits within a residential area. The premises provide ample space for young people in both communal living and private space. The developing sensory room helps young people feel safe and relaxed in the home.

Keeping children and young people safe adequate

Young people say they feel safe in this home. One young person said: 'This is a safe place to live.'

Young people have not gone missing from this home. Staff are aware of the procedures to follow should an incident occur. This contributes towards keeping young people safe. Staff respond appropriately when young people leave the home without permission. This inspection recommends that staff keep clear records differentiating between missing and unauthorised absence.

Staff complete risk assessments. These are person and activity specific. This helps the team to work cohesively across a range of different situations and provides continuity for the young people. Staff have not yet needed to use physical

intervention to keep young people safe. In preparation, a recording system is in place however, at the time of inspection staff training had not taken place. This inspection recommends that all staff receive training to use the homes agreed technique.

The organisation carefully selects and recruits staff to work in the home. Files sampled evidence that safe recruitment and pre-employment checks are completed. All new staff receive a comprehensive induction within their probationary period. This helps to ensure the continued suitability of adults working with the young people.

Staff complete regular fire checks of the premises. They have displayed relevant information on the walls around the home. This provides visual prompts for young people who are included in fire evacuation practices. The result is that young people can describe in detail the action for all to take in the event of an emergency.

The home has the required structures in place to tackle fire however, this inspection identified regulatory shortfalls. Managers took immediate positive action to resolve an issue with a gap at the bottom of a fire door.

Managers investigate allegations or concerns about practice. They work professionally and transparently with external agencies. Staff are trained in safeguarding and understand their responsibilities in the event of a disclosure. Expedient action taken by managers results in young people feeling listened to and safe.

Leadership and management

good

The Registered Manager is resourceful and knowledgeable. She is experienced in working with vulnerable young people and holds relevant management qualifications. She has a clear vision for the developing service; to deliver therapeutic, young person centred services.

Managers have met the regulation and the requirement from the previous inspection.

External monitoring systems help to evaluate the home's systems. The internal monitoring is comprehensive and tracks the developments. For example, staff training and preparations for forthcoming placements. The Registered Manager records areas for improvement in the homes action plan and shares this information with staff. This helps all to invest in the home's progress.

A sufficient number of staff are employed, complementing the number of young people looked after. Staff receive regular supervision, which is designed to encourage reflective practice. Each member of staff has a personal development plan. This enables them to identify learning needs and professional goals. Staff access a range of training including safeguarding and e-safety. Furthermore, they receive bespoke training for example, to support young people's unique health needs. The benefit for

young people is that a well-equipped, reflective and engaged staff team continues to look after them.

Managers and staff work with placing authorities to ensure that meetings and reviews take place. They offer solutions to problems and provide agencies with up-to-date, relevant information, which reflects young people's needs and individual progress. This is of benefit to young people because the managers attempt to influence other agencies through partnership working.

Managers share information relating to significant events with stakeholders. Follow up action takes place alongside relevant agencies, resulting in open discussion in relation to respective roles and responsibilities. This sets the scene for efficient working relationships towards improving outcomes for children, young people and the families accessing the service.

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.