

## Inspection report for children's home

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| <b>Unique reference number</b> | SC355755         |
| <b>Inspection date</b>         | 04/12/2012       |
| <b>Inspector</b>               | Malcolm Stannard |
| <b>Type of inspection</b>      | Full             |
| <b>Provision subtype</b>       | Children's home  |

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| <b>Date of last inspection</b> | 26/01/2012 |
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## Service information

### Brief description of the service

This privately owned children's home is registered to provide care and accommodation for one young person with emotional and/or behavioural difficulties.

### The inspection judgements and what they mean

**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

## Overall effectiveness

The overall effectiveness is judged to be **adequate**.

The home re-opened on 27th November 2012, having been closed for a period of almost five months. During the time the home was not operational, a programme of maintenance and re-decoration work was undertaken. As part of this work an additional bedroom for use by young people was created. No application to increase the number of young people able to be accommodated has been made at the time of this visit.

The staff team at the home is newly formed and is a mixture of former staff at the home and those who are new to the setting. This means that the team is still currently forming to enable a consistency of practice. All records at the home have been newly introduced following the archiving of previous files. Consequently, there is only limited information available which does not yet show any embedding of practice.

Young people have only been in residence at the home for a period of 7 days. This means that staff have not had the opportunity to fully engage with the young people. Due to the minimal time young people have spent at the home, it is not possible to demonstrate or evidence any sustained progress or improved outcomes.

The premises, management, staffing and administration structure are all sufficient to meet the needs of young people accommodated.

### Outcomes for children and young people

Outcomes for children and young people are **adequate**.

Young people have only been at the home for a period of one week. They have so far failed to engage fully with staff or take up any of the opportunities made available for them. This means that their health needs are only partially met. While registration with some external health professionals, such as, an optician, has been possible, young people have declined to register with a general practitioner and access to a dentist has not been possible. No appointments have been attended by young people. However staff continue to motivate and persuade them to do so.

Due to the short period that young people have been at the home, no education or training provision has yet been implemented. A meeting is planned with the placing authority in the near future to formalise arrangements.

Young people benefit from the support and arrangements in place for them to maintain contact with family members. However, there have been no requests from young people to facilitate contact.

Young people are able to speak with staff and state their views and feelings. Currently, young people are reluctant to interact in anything more than basic conversation.

Young people have not engaged in any risk-taking behaviours or offending during their time at the home.

## **Quality of care**

The quality of the care is **adequate**.

Pre-admission assessments are carried out for all young people. This ensures that the home's management is sure that they are able to meet the identified needs of young people. Care plans are in place for young people at the home. The plans give a broad outline of the individual needs of young people. Some areas of the plans are still to be completed, for example a pen picture and resilience matrix.

Full risk assessments have been carried out on young people. These detail a range of areas which could potentially see them putting themselves at risk. The action required to negate these risks and the individuals responsible for completing these, are clearly identified in the assessments. There are clear and consistent boundaries in place for young people to follow. Expectations of appropriate behaviour are made known and reinforced verbally by staff.

A system is in place for young people to make a formal complaint should they have any concerns about their care while at the home.

No arrangements for education or training provision for young people currently accommodated have been made. A review meeting is to be held shortly when plans are to be confirmed.

Staff have the necessary skills to work with young people and develop appropriate relationships. However, young people are not presently fully engaging with them. This makes it difficult to address their needs. Case record sheets are completed which detail the daily life of young people at the home including all communication and actions undertaken.

The home is appropriately located and maintained. All areas are presented in a domestic manner and are adequately furnished and resourced.

### **Safeguarding children and young people**

The service is **adequate** at keeping children and young people safe and feeling safe.

Appropriate procedures are in place to safeguard the welfare of young people. Staff demonstrate an awareness of relevant issues including, the risk of sexual exploitation. Positive strategies have been devised to address this. Procedures are in place to guide staff in the notification of any child protection issue arising and staff are able to explain how this would work in practice. Young people have the opportunity to speak with an advocate; however there is currently a reluctance to interact.

Expectations of appropriate behaviour are made clear to young people. Staff demonstrated a good awareness of the use of positive relationships to motivate young people to achieve. They explained how incentive schemes could be used to encourage attainment. No sanctions have been applied since the home re-opened.

Behaviour management plans have not yet been fully completed for the young people. All staff are trained in physical intervention techniques. However, there have been no physical restraints occurring since the home reopened. Staff members spoken with were clear that any restraint would only be used as a last resort after all other diversion and diffusion techniques have been exhausted. Appropriate recording logs are in place for detailing any behaviour management occurrences.

The welfare, health and safety of everyone at the home is protected by the practices in place for the maintenance of a safe building. Regular testing of gas and electrical equipment is undertaken and fire equipment checking is carried out on a planned monthly basis.

### **Leadership and management**

The leadership and management of the children's home are **adequate**.

A Statement of Purpose sets out the aims and objectives of the home. Young people receive their own guide which sets out the expectations of them during their time at the home, as well as their rights and responsibilities.

The Registered Manager leads a newly formed staff team. Three of the staff group have worked at the home previously while the remainder have moved from other

homes within the registered provider's group. The number of staff employed is sufficient to meet the needs of young people placed at the home. There are satisfactory arrangements for cover to be provided for absence through sickness. A rota is in operation which meets the needs of young people and ensures that a mix of genders is available during each shift. This allows young people to receive care from a staff member of their choice.

All of the staff team are experienced and have achieved a formal qualification or are working towards one. Although a structure and format is in place and sessions are planned, formal supervision has not yet commenced for the staff group working at the home. However an initial staff meeting was held prior to re-opening. The manager is supported in his role by an external operations manager.

Records are held on young people as required. Some information is still been acquired from the placing authority and therefore not all individual young people's records are complete. All records are stored securely and in a manner which maintains confidentiality. Appropriate systems are in place for the monitoring of all records by management. However, due to the recent introduction of complete new recording systems, any auditing carried out has so far been minimal.

Regulation 33 visits have continued to be undertaken during the period of the homes closure. Reports are completed following the visits and copies sent to Ofsted. However, these are limited in content given the previous non-operation status of the provision. An external manager stated that a report on the development and progress of the home is to be compiled in spring 2013, thus allowing time for practice to embed and develop. A development plan is in place which identifies the proposed and desired progression for the home.

## 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 *Inspections of children's homes – framework for inspection* and the evaluation schedule for children's homes.