

Inspection report for children's home

Unique reference number	SC358046
Inspector	Amanda Ellis
Type of inspection	Full
Provision subtype	Residential special school (>295 days/year)

Registered person	The Senad Group Limited
Registered person address	1 St. Georges House Vernon Gate DERBY DE1 1UQ
Responsible individual	Mark Flynn
Registered manager	Karen Tatham
Date of last inspection	25/02/2014

Inspection date	25/06/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	good
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This home provides a very good quality of care to children and young people. Comprehensive assessment and personalised care, implemented by a multi-disciplinary team effectively enables young people to achieve good outcomes.

Young people are nurtured and cared for by a highly dedicated staff team. They form trusting relationships with the staff who look after them. This enables young people to thrive and develop.

Young people benefit from living in a safe, secure, healthy and homely environment that welcomes families and carers. Parents report high levels of satisfaction with the levels of care given to young people. One parent said 'In many ways it is like a family environment. My child is healthy and happy. He is thriving and doing well - therefore I am happy.'

Young people's health and educational needs receive very good levels of support. This helps to maximise health and learning outcomes.

Recent changes in management arrangements have had an impact on the effectiveness of leadership and management arrangements. The Registered Manager and senior management team are aware of the shortfalls in provision. They

have plans in place to improve upon identified areas of weakness to ensure young people continue to receive high levels of quality of care. These shortfalls do not detract from the overall effectiveness being good.

Six requirements are made because of this inspection: these relate to the statement of purpose, quality assurance monitoring reports, quality of case records, revisions to the missing from care policy and training needs of the manager.

A further four recommendations are made broadly concerning staffing issues and talking with and recording the views of young people following physical interventions.

These shortfalls in leadership and management do not have an adverse impact on the care of young people.

Full report

Information about this children's home

This privately run service is registered as a children's home which is part of a residential school. It provides care and accommodation for up to 38 young people with autism, Asperger's syndrome, or communication difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/02/2014	Interim	good progress
17/07/2013	Full	good
29/01/2013	Interim	good progress
09/07/2012	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
4 (2001)	ensure where a children's home has a website, the registered person shall ensure that a copy of the statement of purpose is published on that website unless the registered person considers that such publication would prejudice the welfare of children cared for in the children's home (Regulation 4 (2A))	31/07/2014
5 (2001)	ensure that the Statement of Purpose and children's guide is kept under review, and where appropriate, revise them and notify HMCI of any such revision within 28 days (Regulation 5(a)(b))	31/07/2014
9 (2001)	ensure the registered manager shall undertake from time to time such training as is appropriate to	31/07/2014

	ensure that he has the experience and skills necessary for managing the children's home (Regulation (9) (3))	
16 (2001)	ensure the registered person implements a missing child policy (Regulation 16 (4) (b) & (5) (i) (ii))	31/07/2014
28 (2001)	ensure that the registered person shall maintain in respect of each child who is accommodated in a children's home, a record in permanent form which includes the information, documents and records specified in Schedule 3 relating to that child. This is in particular relation to point 7, 18 and 19 in Schedule 3 (Regulation 28,1,a, Schedule 3 point 7, 18 and 19)	31/07/2014
34 (2001)	ensure the registered person shall establish and maintain a system for monitoring the matters set out in Schedule 6 at appropriate intervals; and improving the quality of care provided in the children's home. This system shall provide for consultation with children accommodated in the home, their parents and placing authorities. (Regulation 34 (1) (a) (b) (3))	31/07/2014

Recommendations

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

- ensure all children and staff are given the opportunity to discuss incidents of restraint they have been involved in, witnessed or been affected by, with a relevant adult (NMS 3.17)
- ensure records of staff working in the home demonstrate the staffing level (NMS 17.2)
- ensure all staff, volunteers and the registered person, are properly managed, supported and specifically understand to whom they are accountable (NMS 19.1)
- ensure managers and staff are clear about their roles and responsibilities. The level of delegation and responsibility of the manager and staff, and the lines of accountability, are clearly defined. (NMS 21.4)

Inspection judgements

Outcomes for children and young people **good**

Young people thrive and develop within this home. A parent said 'We really battled to get him a place in this home. Since this point we feel that his education, health and social needs are fully met. There have been huge improvements in his behaviour since he has lived at the home.'

Young people are nurtured and valued. They benefit from consistency in care and boundaries. Consequently, they learn to develop positive attachments and relationships with carers. This in turn enables them to develop their emotional resilience and knowledge of their backgrounds and identity.

In relation to their starting points, all young people are making good progress with their education. Young people have very good attendance at the on-site school. Prior to coming to the home, some young people experienced disrupted educational histories. Admission to the home has led to all young people being settled and able to concentrate and progress. This is because they thrive with the home's structured routines and clear expectations. As a result, they settle at the home and make friends with their peers. Young people benefit from improved educational outcomes as a result of living in this home.

Young people make good progress with their health. All young people have nutritious diets, have structured daily and sleep routines and are encouraged to lead active lifestyles. As a result, young people are supported in their physical development.

Young people and their families benefit from regular and appropriate contact. Staff encourage the families to feel part of the home and to visit regularly. This enables young people to develop and sustain positive relationships with those people who are important to them.

Young people progress in developing their independence skills in readiness for transitions to college, semi-independence and alternative placements. They learn to develop a range of practical skills including domestic tasks, self-care and budgeting. This means they are well prepared for a positive transition to a new home.

Quality of care **good**

Staff promote positive and nurturing relationships with young people. Interactions observed during this inspection were highly positive and illustrate warm, caring and respectful relationships. Young people talk positively about the support that they receive and know that staff prioritise their wellbeing. One young person said 'Staff

always want to support you, I trust them and feel comfortable with them.'

Young people receive a children's guide in a variety of formats. This contains comprehensive information on their care, advocacy, contacts and the details for Ofsted. The guide requires updating to remove the details of the Children's Rights Director, who is no longer in post. Young people know how to make a complaint to staff and outside agencies. There has been one complaint from a young person since the last inspection. A robust procedure is in place to ensure a timely resolution to complaints when young people raise concerns.

Care plans, placement plans, risk assessments and behaviour management plans are individualised and comprehensive. Placement planning is proactive and ensures that young people are involved in contributing to their care. Some case files have gaps in information and lack regular review. This has not had a direct impact on young people; however it has the potential to limit the clarity necessary for the staff team to provide effective support to young people.

Staff support young people in their education and ensure they maintain good attendance at school and receive support with their educational studies. This is because staff value education and ensure it is a priority for all young people.

The home provides an environment that is clearly focused on meeting the emotional well-being and health needs of young people. Staff implement detailed health care plans that outline the physical, psychological and emotional needs of young people. This is underpinned by effective reviewing of progress and close liaison with relevant professionals, including the home's occupational therapists and health promotions manager. In addition, staff advocate for young people in relation to accessing external advice and services. This approach ensures the holistic and changing needs of young people are continually met.

Staff enable young people to make significant progress in managing their behaviours. Through the work of social care and therapeutic staff, young people learn how to manage their emotions and develop their understanding of how their behaviour can affect others. This results in young people developing interpersonal and social skills, which enable them to build and develop relationships with peers and their families.

Young people enjoy spending time engaged in a wide range of leisure and social activities. The enthusiastic staff team provide a stimulating environment where young people can participate in camping, holidays, playing games, exploring the extensive grounds and going out on regular trips in the local and wider community. This means time outside of education is enjoyable, structured and enables young people to develop friendships and a range of skills.

There are robust arrangements for the storage, administration and recording of medication. Staff with relevant levels of medication training take responsibility for monitoring the safe administration of medication and work closely with the

pharmacist to ensure the system is safe and effective.

Keeping children and young people safe **good**

Young people feel safe living in this home. They are kept safe through highly competent working practices and comprehensive, up to date risk assessments. Staff understand safeguarding issues and consistently review safe working practices to ensure they meet individual young people's needs. A social worker said 'I have no safeguarding concerns with the young person in this home. They are doing a good job.'

Behaviour management is effective in this home. This is reflected in a low level of sanctions and physical interventions. Physical intervention is used rarely and only in response to situations that have the potential to cause harm to others or significant damage. Staff are trained in approved methods of physical intervention. They are equipped with the necessary knowledge and skills to de-escalate situations. The recording of such incidents is in line with regulatory requirements. However, records do not always document the views of young people or the efforts staff have taken to provide young people with an opportunity to discuss such incidents.

Young people do not go missing. There are clear working practices in place with the local police to ensure young people are protected in the event they go missing. The current policy relating to young people missing from care is incompatible with current statutory guidance and requires updating. Additionally the revised policy requires review and agreement with the police and should be compatible with police protocols. This deficit has no direct impact on young people, however revision of the policy will ensure effective action if young people go missing.

Young people are protected from unsuitable people as all staff undergo robust recruitment and vetting checks, details of which are kept in the home so the manager is assured of their suitability. Visitors are checked, vetted and monitored.

Young people are kept safe because appropriate measures to promote their health and safety are implemented, such as regular fire drills, and checks of the premises and equipment.

Leadership and management **adequate**

The manager became registered in this post in February 2014. She has a National Vocational Qualification at Level 4 in Care Management and is currently undertaking the Level 5 Diploma. These are suitable qualifications. She has substantial relevant experience of residential childcare within this service.

The manager has addressed the recommendation raised at the last inspection. Maintenance issues identified at the last inspection are being rectified with an extensive programme of renovation and building work. This means young people benefit from living in an environment where high standards are valued.

The Registered Manager understands the strengths and weaknesses of the home. However, recent line management arrangements have affected the ability of the manager to undertake strategic management tasks. The manager is not up to date with new legislation and practice developments. This means the development of the service is not in line with recent changes in regulation.

Recent restructuring to the management arrangements for the home have had a direct impact on staff. The delegation of management tasks is sometimes unclear. Additionally, care staff state uncertainty in regards to lines of accountability. Consequently, some staff feel unsupported in this regard. Importantly, there has been no discernible impact on young people.

The home has had some staff shortages, but has had sufficient staff to undertake its purpose. This has led to the use of relief staff and permanent staff taking on additional shifts. Managers have initiated staff recruitment to rectify staffing issues. Records of staff working in the home have not accurately reflected the staffing of each house unit. This has the potential to impact on the effective monitoring of care provision.

Staff are well supported by regular and effective supervision that addresses practice issues as well as developmental needs. This is consolidated with an annual appraisal for all staff to ensure they are competent in practice and can provide the high levels of care required in their role. A comprehensive training package ensures all staff have mandatory training and benefit from a range of additional training to meet the individual needs of young people. This ensures a skilled and knowledgeable workforce who can meet the diverse and changing needs of the young people.

A range of staff meetings ensures good communication within and across teams. This includes staff team meetings, management team meetings and multi-disciplinary staff meetings. This level of collaboration ensures cohesive teamwork across the care, therapeutic and educational remits and ultimately supports staff to meet the individual needs of each young person.

The Statement of Purpose provides an accurate account of the service provision. However, this document has not been amended or published on the children's home's website, in line with regulatory changes.

The Registered Manager undertakes routine monitoring activities; however, this has not included seeking the views of young people, parents or stakeholders and commenting on how care will be improved. External monitoring is excellent and provides rigorous scrutiny of the home and shortfalls in provision. This provides an additional level of quality assurance that ensures that young people receive consistently high standards of care.

All significant events relating to the protection of young people in the home are notified as appropriate and actions taken as required.

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.