

Inspection report for children's home

Unique reference number	SC359846
Inspector	Michelle Moss
Type of inspection	Full
Provision subtype	Children's home

Registered person	Cambian Childcare Limited
Registered person address	Pinnacle House 2 Oakwood Square, Cheadle Royal Business Park CHEADLE Cheshire SK8 3SB
Responsible individual	Barry Eannetta
Registered manager	Paul David Gouldingay
Date of last inspection	27/01/2014

Inspection date	05/08/2014
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Previous inspection	satisfactory progress
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	good
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Young people receive tailored support so that their needs are met. This in turn enables them to build up self-esteem and resilience to help them deal with significant life challenges.

Young people are afforded every possible opportunity to feel safe and secure. Staff recognise young people can be at different stages in their placements and feeling safe can take time, given their past histories, which sometimes causes them to have insecurities. The importance of building up young people's trust and offering them a sense of belonging is a core value held within staff practice.

There is a strong value given to creating a positive relationship with young people that generates a culture of openness and trust. The staff are committed to improving young people's lives, irrespective of ethnicity, faith or history, which means young people are making positive progress as a consequence of their placement.

Staff remain highly alert to young people's vulnerabilities and all potential risks are quickly shared, so that integrated work is secured.

The Registered Manager is aware of the home's strengths and weaknesses and

through well designed self-evaluation, has a good level of insight where ongoing improvements are still required. Nevertheless, there are a couple of shortfalls in areas of quality of care. These extend to the care of medicines, healthcare plans and in ensuring young people are afforded opportunities to play an active role in their care plans. Although these do not have a negative impact on welfare, these missed opportunities mean health and participation are not always optimised. There are two further shortfalls in securing records. This includes obtaining Personal Educational Plans swiftly and having an emergency escape plan in place in the event of a fire.

Full report

Information about this children's home

The home is one of a group of homes operated by the same organisation as part of a tendering contract with a Wolverhampton council. This home provides care and accommodation for up to five young people with emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/01/2014	Interim	satisfactory progress
08/05/2013	Full	good
14/03/2013	Interim	inadequate progress
17/08/2012	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
12 (2001)	ensure when preparing or reviewing the placement plan the registered person shall, so far as practicable having regard to the child's age and understanding, seek and take account of his views (Regulation 12(3))	26/09/2014
21 (2001)	ensure there are suitable arrangements for the recording, handling, safekeeping, safe administration of any medicines received into the children's home. This includes a written record is kept of the administration of any medicine to any child. (Regulation 21(1)(c))	26/09/2014

Recommendations

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

- ensure staff have up-to-date information on each young person's educational progress. In particular, ensuring Personal Educational Plans are obtained following all review meetings (NMS 8.7)
- ensure the home has an emergency escape plan (NMS 10.9)
- ensure when a young person needs additional assistance to promote their health these circumstances are identified in the young person's individual health assessment and set out in their individual health plan. (Children Act 1989, Volume 5 Guidance. Chapter 2.49)

Inspection judgements

Outcomes for children and young people **good**

Young people are thriving on the consistent, stable and secure relationships they are building with staff. This trust makes them feel safe and to have a sense of stability in their lives.

Young people are developing a sense of self-worth and confidence to enable them to face challenges of everyday life. This extends to developing independence and self-reliance and by the time they are preparing for their transition to adulthood, they are making informed choices about their futures.

Young people are developing a good understanding about their health needs and have taken on-board age appropriate responsibility for maintaining their physical well-being. Nevertheless, they can on occasions, despite having access to health services, choose unhealthy lifestyles such as smoking. Good modelling by staff is not always pursued to optimise physical health by attempting to reduce this level of dependency.

Quality of care **adequate**

Young people are treated with dignity and respect. They are empowered to make a positive contribution towards their lives, which is made possible through the trust they have built up with staff. Young people talk fondly about staff. For example, young people describe staff as being "good listeners" and also say "the staff always make sure we are safe".

Staff consistently and effectively challenge barriers, to enable young people to re-engage in education. This support means that over time young people experience greater opportunities to achieve their aspirations. Nevertheless, the home is not ensuring they are swiftly obtaining records such as Personal Education Plans following reviews and ensuring this essential information is used to update the care plan. This leaves missed opportunities in which educational attainment, progress and any actions are incorporated into the main care plan and then implemented to maximise learning.

The arrangements for the safe administration of prescribed medications are not consistently robust. For instance, some young people's medication records fail to provide an accurate log to demonstrate medication is actually being administered in accordance with a doctor's instructions. There are occasions when previously prescribed medication has not been followed up with the young person's doctor at the point of admission. This includes inhalers and means young people can be without prescribed medication which can be important to their health. Healthcare

plans are in place for young people. However, these can on occasions be inconsistent in the level of detail recorded. This results in some health needs not being fully identified and assessments not completed, so that these needs are met and closely monitored by the home.

Young people receive individualised help and support they need to optimise their well-being at every stage of their placement. This extends to learning life skills in readiness for greater independence and being able to participate in a wide range of activities. These opportunities enable young people to enjoy positive and rewarding experiences as they grow-up.

Young people are not consistently given opportunities to discuss or contribute to their care plans. This limits them having any level of ownership over their care planning. More positively, young people know their rights and are able to express their views and be involved in meaningful decisions which affect them. For example, young people will chair house meetings which take place on a regular basis.

Young people confirm they are able to raise concerns about the standard of care they receive and can do this without fear of becoming a victim due to making a complaint. There are equally confident that staff will deal with any early triggers of potential bullying. This level of assurance has made young people feel safer and less anxious.

Keeping children and young people safe good

The home operates a robust recruitment policy and therefore only allows members of staff to gain access to working with young people who have been subject to all necessary safeguarding checks.

There are well written risk assessments with clear action plans on the steps to be taken to keep young people safe. Staff take the main responsibility for implementing these measures and ensuring they remain under continuous review. These include assessing all past offending history and monitoring any potential triggers that can cause bullying. Staff are particularly vigilant in monitoring young people who can be at risk of going missing from care. This extends to ensuring all additional safeguarding measures are secured where concerns begin to emerge. This includes the prompt sharing of information with key professionals and working with them to carefully consider what action is needed, so that decisions are based on the best interests of the young person.

Overall, fire safety is met to a good standard. This includes having routine maintenance and checks conducted on areas of fire prevention. Staff and young people take part in regular fire drills to help sustain a good level of familiarity over safe evacuation procedures. The Registered Manager has also undertaken additional training to enhance their awareness to fire safety. However, the home does not have a defined emergency escape plan. This absence of information limits the home

identifying all potential routes that could enable a safety evacuation in the event of a fire. More positively, other areas of young people's safety are well maintained. This includes ensuring electrical and gas safety checks are completed at regular intervals and the whole premises being risk assessed against the needs of young people.

Anti-social behaviour is challenged in a supportive way. The staff team fully understand the importance of listening to young people and allow them to have a voice so that they can express opinions and practice their rights. This level of support means that staff rarely need to use any form of care and control such as sanctions or restraints to improve behaviour. Instead, young people use the guidance and support from staff in a way that allows them to release their anger safely, which in turn prevents their behaviour escalating.

Leadership and management

good

The Registered Manager has been in post since December 2013 and is playing a significant role in fostering a positive atmosphere within the home. This includes overseeing the care and support of young people. The Registered Manager is currently working towards their level 5 Diploma in Leadership for Health and Social Care and Children and Young People's services. The Registered Manager alongside staff hold a good level of knowledge and are committed to fulfilling statutory principles of good practice, especially in ensuring that young people gain access to all services including appropriate education. Through using a Development Plan, the Registered Manager is implementing measurable improvements in the quality of care and this in turn is ensuring young people's welfare is protected.

The home has a clear, accessible and comprehensive Statement of Purpose that clearly sets out its aims and objectives. These objectives are being utilised in everyday practice, which helps to ensure that young people feel safe, protected and well cared for.

There is well established self-evaluation, which has the purpose of improving the quality of provision. This includes securing the views of young people and other stakeholders and then using these views to assess the overall quality of care.

Records and plans relating to young people's care are based on an ongoing assessment of need. In most cases, the monitoring and reporting are good so that the measurable difference the home is making in a young person's life is well evidenced. However, this is less secure in areas of healthcare.

The deployment of staff is based on the needs of young people. Young people's comments extend to describing staffing levels to be sufficient to enable them to have time with staff and for staff to support them in various activities. Professionals equally report that staff will go that extra mile to enable young people to engage in meaningful activities that not only improve the young person's physical health, but

also increase self-esteem and confidence.

Staff are supported, supervised and take accountability for their work with young people. They equally receive regular appraisals so that their performance is formally reviewed. Staff demonstrate a sound knowledge in areas of childcare, especially safeguarding. These skills are developed through ongoing training opportunities that improve their working practices, which in turn enhance young people's experience of high quality care in which their safety remains a central theme.

The home has taken action to address previous shortfalls raised at their last inspection. This has resulted in improvement being made in the frequency of fire drills. The Registered Manager has also ensured the premises have increasingly become more homely and decorated to a good standard. The improvement in the decoration has given young people a sense of pride in the quality of accommodation.

The Register Manager ensures he is monitoring trends and patterns over the crime statistics for the area in addition to assessing accessibility to the community. This level of monitoring is ensuring the location of the home is not only convenient for young people's schooling, leisure facilities and transport, but is also not placing them at any additional high risk that could compromise their safety.

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.