

## Inspection report for children's home

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| <b>Unique reference number</b> | SC366002        |
| <b>Inspection date</b>         | 08/02/2013      |
| <b>Inspector</b>               | Michelle Bacon  |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

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|--------------------------------|------------|
| <b>Date of last inspection</b> | 27/09/2012 |
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## Service information

### Brief description of the service

This service is a private children's home which provides care and accommodation for up to four young people with emotional or behavioural difficulties. A registered school is also included on site.

### The inspection judgements and what they mean

|                              |                                                                                                                                                                                                                                                                      |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Good progress</b>         | The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection. |
| <b>Satisfactory progress</b> | The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.                                  |
| <b>Inadequate progress</b>   | The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.                            |

## Progress

Since their previous inspection the service is judged to be making **inadequate progress**.

At the last inspection, in September 2012, the home was judged to be good. There is progress in meeting the requirement and recommendations made which demonstrates capacity to improve. However, since the inspection the home has experienced some disruption to the management of the home, with temporary arrangements in place. A new manager has very recently been appointed who is in the process of applying to register with Ofsted. A number of shortfalls are identified at this inspection which have a direct impact on outcomes for young people, resulting in a judgement of inadequate progress.

A requirement to ensure the external visitor speaks to young people, their parents or relatives has been met. The visitor seeks feedback on the quality of care and any comments are included in their report. However, a recent concern raised by a young person with the external visitor has not yet been addressed by the management. Furthermore, young people are not confident in the ability of the staff to act on their views and wishes.

Young people benefit from a staff team that has an appropriate balance of gender. This ensures they are cared for by staff who act as positive role models. However, the home does not demonstrate a clear understanding of young people's personal identity or provide personalised care in relation to a young person's heritage. This means young people do not feel valued.

The educational outcomes for young people have declined since the last inspection. There are problems with young people's attendance in school and other educational alternatives. Despite the home introducing incentives to promote attendance and engagement, there is little evidence of this having an impact. Young people are not making adequate progress and are falling further behind in their educational attainment.

The home maintains a record of sanctions; these records do not consistently contain young people's views. Furthermore, the details of the behaviour leading to a sanction lack clarity, which means it is not clear if the resulting sanctions are reasonable and fair. In addition, the records do not fully demonstrate that the manager has measured the effectiveness of the sanctions or identified the shortfalls highlighted at this inspection.

Young people do not like living in the home because they feel isolated and too far from their homes. This is affecting their engagement and investment in the home. Young people's statutory reviews are up to date. However, not all young people's files contain the minutes from their most recent review. This means any actions identified have yet to be addressed.

The home encourages young people to develop some independence skills for example, doing their own laundry and keeping their bedrooms tidy. However, there are no independence programmes in place to help those young people who are preparing to move on from the home to more independent living to make progress.

The new management team have identified areas for development and are keen to drive forward their plans to improve the quality of care and outcomes for young people.

## Areas for improvement

### 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   |
|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 17B (2001) | ensure that within 24 hours of the use of any measure of control, restraint or discipline in a children's home, a written record is made in a volume kept for the purpose of which shall | 22/03/2013 |

|              |                                                                                                                                                                                                                                                                                                       |            |
|--------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
|              | include the details of the child's behaviour leading to the measure; the effectiveness and any consequence of the use of the measure (Regulation 17B(3)(b and f))                                                                                                                                     |            |
| 18<br>(2001) | ensure the home promotes the educational achievement of young people accommodated in a children's home, in particular by ensuring that the routine of the home is organised so as to further young people's participation in education, including regular attendance at school. (Regulation 18(1)(b)) | 22/03/2013 |

## Recommendations

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

- ensure the young people's views, wishes and feelings are acted upon, in the day to day running of the home, with particular reference to reflecting this in the minutes of the young people's meetings (NMS 1.1)
- ensure young people receive personalised care that promotes all aspects of their individual identity (NMS 2.1)
- ensure sanctions and rewards for behaviour are clear, reasonable and fair and are understood by all staff and young people (NMS 3.8)
- ensure where any sanctions, disciplinary measures or restraint are used, young people are encouraged to have their views recorded in the records kept by the home (NMS 3.18)
- ensure that the home contributes to the development of pathway plans and works collaboratively with young people's social worker or personal adviser in implementing the plan (NMS 12.2)
- ensure the systems in place adequately monitor the quality of record keeping and take action when needed (NMS 22.1)
- ensure the result of all statutory reviews are recorded on the young person's file, and individuals responsible for pursuing actions at the home arising from reviews are clearly identified. (NMS 25.8)

## 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 progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection*.