

Inspection report for children's home

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Inspection date	21/02/2014
Inspector	Alicea Churchward
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	31/05/2013
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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 on site.

The inspection judgements and what they mean

Good progress	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.
Satisfactory progress	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.
Inadequate progress	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 **satisfactory progress**.

The purpose of this visit is to assess the progress made since the time of the last inspection and how any progress has improved the quality of care and outcomes for young people. The last full inspection was undertaken in May 2013; the home was then found to be adequate. At that time, the provider and Registered Manager were asked to take account of requirements and recommendations to improve further the quality of care in the home.

Since that time the manager has left the organisation and a new manager has been appointed; an application to register the new manager with Ofsted currently being processed.

All but one of the requirements made at the last inspection have been met. These include ensuring that young people are able to make complaints young people confirm that they know how to do this and the complaints record maintained within the home show that young people have used the procedure.

The home now promotes the educational achievement of all young people placed attendance is good and has improved over time. However a copy of a Special Educational Needs statement could not be located in respect of one young person at the time of this visit.

Young now have access to a telephone to make and receive calls in private; this is good because it provides them with suitable facilities and they can contact external advocacy services themselves if they wish to do so.

The home frequently obtains the views of young people through naturally occurring conversation, young people's meetings, statutory reviews and dedicated management time spent with the young people; however parents and placing authority's views have not been obtained in order to improve the quality of care. The organisation has devised questionnaires and feedback forms but the response has been limited.

Most of the recommendations made at the last inspection have been met; these include contact details for the Children's Rights Director, Ofsted and independent reviewing officer details in the children's guide.

Young people are not subject to pathway plans; however older residents are in the process of preparing for semi-independent living in a dedicated area of the home and report positively about the care and support provided to them by the staff and the organisation.

Access to meaningful activities that help to build upon young people's confidence and abilities has improved considerably and the majority of current group of young people engage well in these.

All staff have completed their induction and probationary periods this is good because it ensures that the staff dedicated to each shift are competent and have had the required training and management oversight to work with the vulnerable young people in their care.

Two recommendations have not been met young people are not encouraged to have their views recorded in the records kept by the home; especially any sanctions and restraint records. Staff have not undertaken training in supervising contact, this is important because there are times when they are asked to do this.

The home is a large detached house in its own well-kept grounds. There are known nearby hazards to the young people because of the location of the home and as a result some of the fencing to the grounds requires replacement; at the time of this visit a risk assessment in respect of this could not be located.

There is sufficient space for the young people placed to meet privately with visitors. Each young person has their own bedroom. The interior of the home is generally kept clean and provides a welcoming environment; however the oven and surrounding area requires a thorough clean.

Young people report that this is a safe place to live but also reported some concerns; these were passed to the manager to investigate further. Identification was not requested upon arrival at the home; this does not reflect that there are robust checks of visitors. This is important because it contributes to the safety of the young people.

The children's home has maintained quality of care and improved outcomes for children and young people and has addressed all but one requirements and the majority of recommendations that were raised at the previous inspection. As a result the home is judged to be making adequate progress.

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
23 (2001)	ensure that all parts of the home to which children have access are as so far as reasonably practicable free from hazards to their safety; in this case fencing is replaced where necessary to prevent access to the railway track and that a written risk assessment about access to the railway is completed (Regulation 23 (a))	19/03/2014
31 (2001)	ensure that all parts of the children's home used by children are kept clean; in this case ensuring the oven and surrounding areas thoroughly cleaned (Regulation 31 (2)(e))	19/03/2014
28 (2001)	ensure that children's case files include the information, documents and records specified in Schedule 3 relating to that child; in this case a copy of any of any statement of special educational needs maintained in relation to the child under section 324 of the Education Act 1996, with details of any such needs (Regulation 28 (a) and Schedule 3 (12))	19/03/2014
11 (2001)	ensure that the children's home is conducted so as to promote and make proper provision for the safeguarding and welfare of children accommodated there; and make sure all visitors identification is verified before they are given unsupervised access to the young people placed (Regulation 11 (a))	21/02/2014
34 (2001)	continue to ensure that the monitoring of the home frequently obtains the views of young people's parents and placing authorities; to improve the quality of care. (Regulation 34 (3))	31/03/2014

Recommendations

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

- ensure that staff have appropriate training, supervision and support if they are required to supervise and facilitate contact (NMS 9.2)
- 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)

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*.