

Inspection report for children's home

Unique reference number	SC370956
Inspection date	13/11/2013
Inspector	Amanda Ellis
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	23/07/2013
--------------------------------	------------

© Crown copyright 2013

Website: www.ofsted.gov.uk

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

Service information

Brief description of the service

The home is privately owned and is registered to provide care for a maximum of four young people with emotional and behavioural difficulties.

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 **inadequate progress**.

At the last inspection in July 2013 the overall rating for the home was judged as good, with one requirement and two recommendations set within the inspection report.

Since this time the manager has implemented systematic monitoring to ensure that health care records reflect accurate records of medical treatment and first aid and actions taken by staff. Such monitoring ensures young people receive good quality of care in relation to the meeting of their health needs.

The manager has initiated measures to improve the maintenance and decoration of the home. However, this fails to address the recommendation set at the last inspection with several areas of the home in need of maintenance. For example, the patio door remains broken and the removal of bars to some windows on the ground the floor has not been undertaken, therefore leading to the home having an institutionalised appearance. Internally, further areas of improvement were identified, such as floors throughout the home are worn and dirty, walls and doorframes remain unrepaired after damage and the kitchen units were in need of

replacement. Additionally, the exterior of the home is in need of attention, with unkempt gardens and an un-surfaced driveway.

Records of allegations against staff remain incomplete. They do not provide a clear and comprehensive account of how the allegations are followed up, or contain details of actions taken or decision-making. This means monitoring the progression and quality of investigations is unclear and fails to demonstrate robust safeguarding practice.

Staff training is available on general topics such as safeguarding, restraint, fire safety awareness, health and safety, medication and restraint, although not all staff have completed these courses. In addition, training is not provided on specific issues such as self-harm, to ensure that staff are able to meet specific needs of some young people. Because of the shortfalls in staff training, the welfare and protection of young people is inadequately safeguarded.

Care planning, risk assessments and behaviour management plans are individualised. However, risk assessments in relation to self-harming behaviours are not reviewed in a robust or comprehensible way. This means staff do not have the necessary clarity to effectively support young people. Consequently, young people's welfare and safety is potentially compromised.

Since the last inspection, there have been changes with the staff team. New team members have been transferred from the provider's other homes. Additionally, the home uses agency staff to provide additional staff support. Young people say that sometimes they don't know which staff will be working in the home. This means young people may not receive consistency in care.

The home has made inadequate progress since the last inspection based on the failure to address the recommendations set at the last inspection. Additional shortfalls have been identified which have the potential to have a negative impact on young people's safety and welfare.

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
11 (2001)	ensure that the children's home is conducted so as to promote and make proper provision for the welfare of children accommodated there. This specifically relates to staff training in relation to self-harm and ensuring sufficient permanent staff (Regulation 11 (1) (a)) *	03/01/2014

31 (2001)	ensure that all parts of the children's home used by children are kept clean and reasonably decorated and maintained (Regulation 31 (2) (e)) *	03/01/2014
16 (2001)	ensure the registered person maintains written records of any allegation of abuse or neglect, and of the action taken in response. (Regulation 16 (2) (d)) *	03/01/2014

*These requirements are subject to a compliance notice

Recommendations

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

- ensure staff actively promote the welfare of children living in the home, with specific regard to ensuring risk assessments are regularly reviewed and updated. (NMS 4.1)

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*.