

Inspection report for children's home

Unique reference number	SC374640
Inspector	David Kidner
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Crossways Care Ltd
Registered person address	Unit 2, Chinon Court Lower Moor Way TIVERTON Devon EX16 6SS
Responsible individual	Christine Isabel Cameron
Registered manager	Ryan Samuel Lewis Gamblin
Date of last inspection	05/07/2014

Inspection date	21/01/2015
Previous inspection	adequate
Enforcement action since last inspection	none

This inspection

This home was judged adequate at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

Although the home has improved in its effectiveness, leaders and managers have failed to ensure that all reports completed by the independent visitor clearly record consultation with parents and staff. This would inform them as to effectiveness of safeguarding and the well-being of the young people in the home. In addition, some areas of the home are not presented in a homely manner, and have not received a deep clean.

Leaders and managers have not addressed two of the six recommendations that were made at the last inspection. Therefore the home's development plan does not include timescales for identified objectives, and that all newly appointed staff undertakes the Children's Workforce Development Council's induction standards. The Registered Manager said that all newly appointed staff have completed the induction standards, but records to evidence this are held at head office. Therefore, these two recommendations have been re-instated.

These shortfalls do not significantly impact on the safety and well-being of young people.

Leaders and managers have addressed all of the four requirements that were made at the last inspection. This has resulted in improvements in the recording of sanctions and restraints, completing lone working risk assessments in respect of staff competence and skills, ensuring that staff rotas accurately reflect the staff that are on duty, and clearly recording the outcome of any complaints.

In addition, leaders and managers have addressed four out of the six recommendations that were made at the last inspection. Improvements now include the replacement of a bathroom floor, purchasing of outdoor play equipment, ensuring a competent and experienced staff team are on duty at all times, and

evaluating records pertaining to sanctions and restraint to ensure they meet regulation.

Young people are making good progress. Young people are achieving well in education. They attend school on a full time basis and attendance is 100%. School reports clearly evidence that young people are engaging well. Young people have aspirations to achieve, and to gain formal qualifications.

Young people said that enjoy living at the home and they feel safe. One young person said 'I am more myself here and happy living here'. Young people said that staff listen to them and that they feel listened too. Young people enjoy the activities and one young person said 'There are lots to do, I love to go shopping with staff and I enjoyed going away on a weekend break with them'.

Young people are involved in the choosing the colours of paints when their bedrooms are redecorated. One young person said 'I really like my bedroom; I have got new things and a new bed'. Young people's bedrooms reflect their preferences in re-decoration and are furnished to meet their individual needs.

Placement plans are detailed and clearly evidence the individual needs of the young people. Staff sign these to evidence their awareness and understanding of them. Leaders and managers ensure that comprehensive risk assessments are completed and these identify known areas of risk. These are regularly reviewed to reflect young people's current risks. Outcomes from formal care reviews clearly evidence young people are achieving well at the home.

Young people do not go missing from the home and there has not been any concerns relating to child sexual exploitation (CSE). Young people do not self-harm and are supported to develop their confidence and self-esteem. All staff have received training in CSE, safeguarding and self-harm.

The use of restraint is minimal and is only used as a last resort. The Registered Manager regularly evaluates the use of restraint and sanctions to monitor their effectiveness and its use. Sanctions are rarely imposed. Young people are aware of boundaries and measures used to promote their positive behaviour. Rewards are used to recognise good behaviour, this has resulted in improved behaviour for all young people. All staff have received training in the home's chosen method of de-escalation and restraint.

Leaders and managers ensure that there is regular audits of the quality of care provided in the home and that regular visits are undertaken by the independent visitor. The Registered Manager ensures that any actions points raised at these visits are addressed in a timely manner. All reports are sent to Ofsted. In addition, Leaders and managers notify all appropriate agencies and authorities of any serious events in the home. There has not been any concerns raised in respect of child protection, or any formal complaints.

Information about this children's home

This children's home is owned by a public limited company. The group has eight children's homes, three semi-independent units and a school. It provides care and accommodation for up to three children with emotional and/or behavioural difficulties and learning disabilities. At any given time, two children can be accommodated under short-break arrangements and one child can live at the home as a permanent living arrangement.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
05/07/2014	Full	adequate
14/01/2014	Interim	satisfactory progress
25/04/2013	Full	good
24/01/2013	Interim	good progress

What does the children's home need to do to improve further?

Recommendations

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

- ensure new staff undertake the Children's Workforce Development Council's induction standards, commencing within 7 working days of starting their employment and being completed within 6 months (NMS 18.3)
- ensure there are clear and effective procedures for monitoring and controlling the activities of the home. In particular ensure that the home's development plan identifies timescales for addressing identified objectives (NMS 21.1)
- ensure the home provides a comfortable and homely environment. In particular, that all areas of the home are clean and well presented following redecoration (NMS 10.3)
- ensure that visits of the home carried out under Regulation 33 include

relevant checks set out in regulations and guidance. In particular, always record contact made with parents and staff in order to inform the visitor as to effectiveness of safeguarding, and the well-being of the young people (NMS 21.7).

What inspection judgements mean

At the interim inspections we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

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.