

Inspection report for children's home

Unique reference number	SC377702
Inspection date	28/01/2014
Inspector	Karen Malcolm
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	19/08/2013
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Service information

Brief description of the service

This home is operated by a private provider and is registered to care for six children of either sex from the ages of 11 to 17 years with emotional and/or behavioural difficulties. The home aims to provide a person-centred approach, using a solution focused therapeutic method of intervention to help young people.

The home offers a range of facilities and is close to local amenities.

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**.

At the last inspection in August 2013, the home was rated good. One requirement and five recommendations were made. The Registered Manager was asked to ensure copies of Regulation 33 reports were sent to Ofsted within the required timescale, all out of Borough placements Runaway and Missing From Home and Care (RMFHC) protocol to be in place and update all policies and procedures in line with current legislation. Additional to this the home's quality assurance monitoring is to reflect clearly any patterns or trends that may occur and where support and guidance is given with regards to therapeutic intervention this is clearly recorded.

The Registered Manager has made the necessary improvements to address the requirements and recommendations from the last inspection, with good outcomes in most areas. However, one shortfall was identified during this inspection in relation to health and safety and having appropriate window restrictors in place. As a result,

satisfactory progress is made.

The Registered Person and staff team have demonstrated an improvement in the quality of care and positive outcomes for young people. These include young people remaining confident to raise issues in an environment that is open and transparent and a reduction in the number of incidents relating to missing from care. There are now clear protocols in place for each young person who may be at risk. The home has maintained good links with the local police and clear procedures are in place and being followed. As a result the number of missing incidents recorded has reduced significantly. Staff spoke openly about the new procedures and how they monitored. They also commented that young people have a clearer understanding about keeping themselves safe and they do.

The internal fabric of the home has improved. Some of the furniture in the lounge has been replaced with new large comfy sofas. The home remains a bright, comfortable place where young people feel comfortable and at home, this was observed when young people came home from school.

Young people feel sanctions are fair and they understand why they are given. Young people benefit from positive and constructive relationships with staff who are in tune with young people's individual needs. Young people are provided with time to express themselves through one-to-one meetings and daily chats after school. Staff are alert to early signs of anxiety to indicate when there might be an issue that needs to be explored. Young people are confident to express their individual and collective views and feel that staff value and consider their views appropriately.

Young people feel safe in this home and say that the staff take good care of them and care greatly about their welfare. Staff have been kept up to date with child protection and safeguarding training and understand clearly what action to take if there is a safeguarding matter. The current policy on safeguarding has been updated in line with current legislation. Staff know how to deal with and share information which they are given in confidence for child protection purposes. Young people benefit from being encouraged to make choices and be responsible for their actions where appropriate, in relation to their individual levels of understanding and ability. However, the maintenance of window restrictors when they are faulty or missing has not been promptly addressed to maintain full safety within the home.

The culture within the home of open discussion about current events provides young people with opportunities to explore their thoughts and identify any prejudices that they may hold. Staff encourage young people to embrace diversity by sharing their differing personal perspectives and by showing their tolerance and acceptance of differing views. Care Plans now reflect this.

The quality assurance monitoring of the home has improved. However the homes' quality assurance report is not due to be submitted to Ofsted. In discussion with the Registered Manager it is evident that improvements have been made in relation to young person's outcomes.

Young people are making good educational progress from their starting point in the home and benefit from positive educational opportunities. Attendance is much improved for individual young people. However, this has not been clearly monitored and evidence on individual files.

Young people receive care from a supported staff team. The team comprises members of each gender and culture and reflects a range of experience and service within the organisation. The staff team is stable and staff morale is good. Training now includes gang training which was well received by staff. There now seems to be a free flow of information and ideas between staff and the manager, and staff are encouraged to be resourceful in their approach to care.

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 so far as reasonably practicable free from hazards to their health or safety (Regulation 23(a))	31/03/2014

Recommendations

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

- ensure there is regular monitoring, in line with regulations, of all records kept by the home to ensure compliance with the home's policies, to identify any concerns about specific incidents and to identify patterns and trends. Immediate action is taken to address any issues raised by this monitoring. (NMS 21.2)

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*.