

Inspection report for children's home

Unique reference number	SC386430
Inspector	Tracey Ledder
Type of inspection	Full
Provision subtype	Children's home

Registered person	Plus One (South West) Ltd
Registered person address	Plus One Ltd The Mount 21 High Street WELLINGTON Somerset TA21 8QT
Responsible individual	Lou El Gilany
Registered manager	Amy Davey / Susan Cecilia Bate
Date of last inspection	18/11/2014

Inspection date	21/01/2015
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Previous inspection	inadequate
Enforcement action since last inspection	All aspects of compliance are being addressed by the managers at the home.

This inspection	
Overall effectiveness	adequate
Outcomes for children and young people	good
Quality of care	adequate
Keeping children and young people safe	adequate
Leadership and management	adequate

Overall effectiveness

Judgement outcome	adequate
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This is the second full inspection following an inadequate judgement at the previous full inspection in November 2014. Leaders and managers are addressing the weaknesses from the previous inspection. Many of the previous shortfalls were because of poor compatibility of the young people. These previous issues no longer affect young people currently living in the home. However, improvements in this area of practice have not been tested out during this inspection period as no new young people have been admitted to the home.

The skills of the manager to deal with young people who display highly complex and challenging behaviours is yet to be tested as the young people who currently live in this home continue to be managed well and rarely present with behaviours that can be difficult to manage.

Young people are cared for in line with their support plans. They are achieving well in many aspects of their lives and they are proud of their achievements, as are the staff.

Young people are consulted about many aspects of the home including their

bedrooms, menus, shopping and extra circular activities. Young people state that their wishes and feelings are taken into account. As a result, young people feel listened too.

The staff have appropriate policies and procedures in place to support positive care and good outcomes for young people. Some of the policies have been updated since the previous inspection and some areas of practice have been improved. Leaders and Managers are confident that the changes they have made will prevent the care the young people receive being compromised in the future. This area of practice is yet to be tested and positively embedded into practice.

Full report

Information about this children's home

The home, which is operated by a locally-based private company, provides care and accommodation for up to two young people who may have emotional or behavioural difficulties.

The provider also operates other homes in the area. The company has a contract with another private care provider to provide education services through a small specialist school, situated approximately 20 miles away.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/11/2014	Full	inadequate
23/10/2013	Interim	satisfactory progress
08/05/2013	Full	good
30/01/2013	Interim	good progress

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

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
27 (2001)	ensure that all persons employed in the home receive appropriate training, supervision and appraisal; and are enabled from time to time to obtain further qualifications appropriate to the work they perform (Regulation 27 (a), (b).	01/04/2015
34 (2001)	establish and maintain a system for improving the quality of care provided in the children's home, in particular that the revised policies procedures and	01/04/2015

	practice are embedded into practice. (Regulation 34 (1) (b))	
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Recommendations

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

- The registered manager exercises effective leadership of the home's staff and operation, such that the home is organised, managed and staffed in a manner that delivers sound, good quality care that meets the individual needs of each child at the home. (NMS 14.5)

Inspection judgements

Outcomes for children and young people **good**

Young people say that they feel safe and cared for. They are able to identify staff members that they can talk to if they are worried about anything. As a result, the relationships between staff and young people are good and based upon mutual respect.

Young people engage in education and are making good progress at school. Young people speak positively about their school work and hold realistic aspirations for their future. As a result, they take pride in their work and feel proud of their achievements.

Young people are encouraged and supported to live healthy lifestyles. Some young people are able to manage their own health care needs and link healthy eating to weight control and wellbeing. Staff support and encourage sporting activities and young people appreciate and enjoy this aspect of their lives.

Young people are encouraged to attend clubs and activities in the community. As a result, they have made friendships outside of the home and pursue their interests with enthusiasm. Staff take a keen interest in the activities young people take part in and ensure that they have everything they need to support them to achieve well.

Young people are supported to have regular and positive contact with their families. When families cannot attend important events staff ensure that they are given as much detail about the activity as possible. At times the home purchases DVD's of young people undertaking activities for the young people to send to families. As a result, the relationship between the home and families is good and there is an open and honest communication.

Quality of care **adequate**

The home is located in a peaceful and rural setting. There is a homely feel to the house and care has been taken to decorate the house well. Young people's bedrooms are individualised and reflect their personalities and interests.

Young people feel listened to by staff. They report good relationships that are built on mutual respect. As a result, young people see the house as their home.

Young people are anxious about new admissions to the home following a recent experience which had a negative impact on them and the staff. Young people are worried that their care will be compromised due to the behaviours of other young people moving into the home. Managers have planned to support young people with

these fears. Leaders and managers have made some changes to the admission process in order to match young people who live in the home together. However, this area of practice has not been tested out since the previous inspection.

Young people are consulted about the day-to-day running of the home. They decide on what food they would like to eat and staff support their choices in a healthy way. Young people appreciate this. Young people are nurtured and staff respond well to their presenting needs. As a result, young people feel valued and cared for.

Staff focus on young people's achievements and offer appropriate rewards for their good progress and behaviour. Consequently, young people are motivated to engage with staff and achieve at school.

Staff are aware of needs arising from young people's cultural backgrounds and religious beliefs. Young people are able to talk openly about their religion and ask staff for support in attending churches of their choice.

Keeping children and young people safe adequate

Young people report feeling safe, however, some remain anxious about other young people coming to live in the home and the impact they may have on them. This anxiety is a result of previous poor admission decisions being made by managers.

Young people have good relationships with the staff at the home and are able to speak to them if they have any worries or concerns. As a result, secure relationships have developed and open discussions take place regularly.

Young people are engaged in positive behaviour management strategies. The rewards system that is in place is working well and young people appreciate this approach to their care. Consequently, there have been no sanctions or restraints at the home since the previous inspection.

Young people have not gone missing from the home since the previous inspection. In addition young people do not generally absent themselves as they were doing previously as a response to the difficult and challenging behaviours of other young people they lived with.

Leaders and managers have addressed a previous concern in respect of safe recruitment of staff. However, this practice is yet to be further tested and embedded into routine operations.

Leadership and management adequate

Leaders and managers are dealing with the weaknesses from the previous inspection. Some improvements have not been tested in practice and others are not yet embedded. Anxiety remains in respect of future admissions and the impact on the stability of the home and current residents.

The home still has a vacancy for a deputy manager. As a result, there is not yet a manager in day-to-day control of the home as the registered manager is only on site three days each week. Steps have been made to appoint to this post.

The registered Manager has identified learning from the previous inspection. However, concerns remain that this person does not have the skills required to manage young people's complex and challenging behaviours. Training and support has been put in place by the organisation to ensure these skills are improved.

The manager ensures that supervision is provided for staff on a regular basis. Team meetings consider practice issues and time has been spent to reflect on the weaknesses identified at the previous. As a result, staff feel supported and united.

What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

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.