

## Inspection report for children's home

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| <b>Unique reference number</b> | SC387684        |
| <b>Inspection date</b>         | 26/03/2012      |
| <b>Inspector</b>               | Guy Mammatt     |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

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| <b>Date of last inspection</b> | 07/12/2011 |
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## 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 (March 2011)*.

## The inspection judgements and what they mean

|                              |                                                                                                                                                                                                                                                                      |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Good progress</b>         | 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. |
| <b>Satisfactory progress</b> | 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.                                  |
| <b>Inadequate progress</b>   | 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.                            |

## Service information

### Brief description of the service

The home is a residential home for six children and young people with emotional and behavioural difficulties. The home is operated by a private company and can offer planned, emergency and respite placements.

### Progress

Since their previous inspection the service is judged to be making **good** progress.

At the full inspection in December 2011, the overall quality rating for the service was judged as good with one recommendation set within the inspection report. The home has demonstrated continued improvement in the quality of care and outcomes for children and young people since the last inspection and has comprehensively addressed the recommendation made.

The home now ensures all sanctions are recorded in the central sanction log book and seeks to use reparation work in place of repetitive financial consequences that are recognised to not always be effective. Team meetings are used to discuss the recommendation made at the last inspection. This ensures the staff team understand and implement the strategies of the home to promote positive behaviour for each young person. The sanctions and rewards for behaviour are clear, reasonable and fair and are understood by all children and young people. Young people do not identify bullying as a problem within the home. The staff team recognise their role in helping to prevent bullying and counter bullying and had recently dealt with an issue between residents. The necessary procedures were followed to eliminate the occurrence of the negative behaviour and all the children and young people affected at the time have now benefited from the measures put in place.

The Registered Manager has been promoted to the position of Area Manager within the same provider and the deputy manager has become the 'Manager in Training' at the home. Clear procedures are in place for covering the Registered Manager role and the appointment of a new Registered Manager. The acting manager is well supported and the home continues to be run effectively and efficiently delivering a service which meets the needs of the children and young people living there.

Managers of the home closely monitor the welfare of the children and young people through observation and frequent interaction. Managers of the service have effective procedures in place for monitoring and controlling how the home is run. The Regulation 34 inspections occur at appropriate intervals and cover the necessary matters set out in Schedule 6, however, they do not provide consultation with young people, their families and placing authorities to constantly review its care practices.

Most children and young people enjoy living at the home and all understand the

complaints system and how to contact external services if they feel the need. Concerns raised by children and young people are clearly documented and show children and young people are involved in the resolution of their complaints. Good use of restorative work is embedded in the practice of the staff team to engage the children and young people in discussions about their complaints and the people it affects. The acting manager displays a good knowledge and understanding of the issues concerning the present children and young people. Effective resolutions are in place to promote a fair open culture where children and young people are treated as individuals and not part of a group.

Children and young people have the opportunity to partake in house meetings on a regular basis. The management of the house recognises the house meetings are good opportunities for gathering the views of children and young people in the running and furnishing of the home. However, children and young people do not always feel confident and comfortable to express their inner emotions in the public setting of a house meeting. Excellent new systems are in place for children and young people to complete worksheets to express their emotions and feelings. Staff follow through the identified areas of concern with the children and young people and arrange the necessary support for the continued promotion of their good health and emotional well-being.

Children and young people have individually tailored education packages in place. The home works well with each placing authority and education establishment to provide a setting and timetable to create the optimum environment for children and young people to succeed in. Given their starting point and previous education attainment; overall, the current educational programmes of the children and young people at the home are promising.

Children and young people have unsupervised time away from the home to develop independence skills and foster their own identity. Staff provide the appropriate level of support to the children and young people in all aspects of their specific semi-independence routine. This helps to prepare the children and young people for adulthood and promote their economic well-being.

## 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   |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 34<br>(2001) | ensure the system in place for monitoring matters set out in Schedule 6 shall provide for consultation with children accommodated in the home, their parents and placing authorities. (Regulation 34 (3)) | 27/04/2012 |

## **Recommendations**

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