

Inspection report for children's home

Unique reference number	SC389174
Inspector	Keith Riley
Type of inspection	Interim
Provision subtype	Children's home

Registered person	New Horizon Centre Limited
Registered person address	European Care Group 2 Parklands, Rednal BIRMINGHAM B45 9PZ
Responsible individual	Amanda Elizabeth Morgan-Taylor
Registered manager	Anna Frances Sapperthwaite
Date of last inspection	25/07/2014

Inspection date	02/01/2015
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Previous inspection	good
Enforcement action since last inspection	none

This inspection

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

Young people continue to make good progress in this home. There is innovative practice such as using a favourite cartoon character to encourage healthy eating. Young people are able to improve their diet as a result. Young people are able to communicate with staff in their preferred method of communication, such as sign language. A placing social worker said the young person placed had made 'incredible progress' and that he can now make good relationships with others.

Since the last inspection the Registered Manager has improved the format for behaviour support plans. This means there is sufficient detail to guide staff and provides for a consistent approach. The plans for young people who access the home most frequently have been prioritised with further work planned to complete the process for young people who have short breaks. This means there is an individual approach for each young person. A member of the bank staff said there is good support and information provided to enable them to support the young people they are caring for when working at the home.

There has been a change of culture in the use of bathroom doors. Staff ensure these are closed so young people are able to experience privacy to the same level as their peers, when this is practical. Personal care is sensitive and discreet and the dignity of young people requiring support is preserved.

There are good arrangements in place to safeguard young people. The Registered Manager fully understands and implements the robust policies to keep everyone safe. For example in the event of an allegation or concern, she works effectively with others, such as the local authority designated officer, to draw matters to a swift conclusion. There are suitable risk assessments in place for behaviour and no inappropriate use of physical intervention. However, some anomalies in record keeping occur when the same event is recorded on different records, for example a

physical intervention report and incident report. This means there is a risk that trends or concerns about specific events may not be managed effectively. Although young people were deemed not to be at immediate risk this is not best practice as important information may be missed. The Registered Manager is aware of the shortfall with clear plans to address it.

Young people on short breaks have their health needs met with parents taking the prime responsibility for routine appointments. For other young people, on bridging placements, there are detailed health plans in place for specific conditions such as diabetes or epilepsy. However, these are not always signed off by a health professional. For one young person recently admitted into the home, there is not a comprehensive risk assessment in place for a particular health condition. Although there is detail in the placement plan, there is not an assessment of risk in the event of a medication error and the impact this could have on their immediate well-being.

There is no post of deputy manager in the organisational structure. However, the Registered Manager has been successful in ensuring formal supervision of staff is occurring more regularly. Although team leaders take some responsibility there are not formal arrangements for management of the home when the Registered Manager is absent. The independent visitor stated they were unable to access some key documents during a monitoring visit when the Registered Manager was on leave.

Young people continue to enjoy a range of activities in the community and the wide range of facilities in the home, such as music, soft play, playground equipment and the sensory room. These are maintained to a high standard with plans for replacement, for example of the soft play couch, when worn.

Staff speak positively of the training they have for the range of needs of the young people accessing the service, such as autism. The training programme is a vibrant, live system with the home responding to the varying needs of the young people accommodated. Specialist help and advice is sought, such as through other professionals with a specialism in autism. This means there is an independent review of strategies and policies to ensure best practice is adopted.

Information about this children's home

The home is privately owned and is registered to provide care and accommodation for up to eight young people with learning and/or physical disabilities. Short breaks, long-term assessment and bridging placements are provided.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/07/2014	Full	good
07/01/2014	Interim	satisfactory progress
09/09/2013	Full	good
31/01/2013	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
11 (2001)	promote and make proper provision for the safeguarding and welfare of children accommodated in the children's home, this especially applies to ensuring risk assessments for health needs are in place and agreed with health professionals (Regulation 11 (1)(a))	09/01/2015

Recommendations

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

- monitor records kept by the home to ensure compliance with the home's policies and to identify any concerns about specific incidents (NMS 21.2)

- ensure there are clear arrangements in place for appropriate management of the home when the registered manager is absent. (NMS 21.5)

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.