

Inspection report for children's home

Unique reference number	SC393567
Inspection date	23/01/2013
Inspector	Maureen Hamer
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	03/10/2012
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Service information

Brief description of the service

This home is an independent residential home that meets the needs of young people who have behavioural, emotional and social difficulties. It provides accommodation for young people who attend the local associated residential special school.

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 **inadequate progress**.

At the last inspection in October 2012 the overall effectiveness of the home was judged as adequate. A range of requirements and recommendations were set to promote improvement. Since that time the home has gained the engagement of young people into menu setting and there is an improvement in the use of fresh food produce. As a result the overall quality of food has improved. However none of the other seven requirements have been met: the Statement of Purpose has not been reviewed; the physical restraint log is not being completed in sufficient detail; staff are not receiving regular supervision; young people's records are not being signed or dated; and the views of young people are not being gained to inform the quality of care provided in the home. None of the recommendations made at the last inspection have been met.

The Registered Manager has been absent from the home for more than 28 days and this has not been reported in writing to Ofsted.

Since the last inspection the Registered Manager has not completed any quality

assurance reports, and none have been submitted to Ofsted. Independent quality assurance reports from that time identified shortfalls in the support provided to staff for example lack of supervision. In addition shortfalls in the provision of the quality of care provided to young people were identified such as a lack of keyworker sessions. No action has been taken to address these issues; there is a lack of effective management in this home.

Permanent staff act professionally and work with agency and probationary staff to exchange relevant information which promotes a consistent approach to young people. However as a consequence of poor monitoring of young people's care plans and limited supervision of staff, the effective evaluation of young people's progress is not in place. Staff report that there are occasions when they are unable to access management support on site or by telephone. This creates a delay in enabling staff to respond to young people's needs. Young people report that agency staff do not know them well. This leads to a sense of frustration and, at times, to reduced access to activities outside of the home.

As a result of a placement change there has been a reduction in the number of young people accommodated in the home. Staff report that this has created a more stable environment in the home and there has been a marked reduction in the number of physical restraints. However there have been occasions when staff who have not been trained in physical intervention techniques are involved in the use of restraints. This is unsafe practice.

Young people's records are not kept up-to-date. Care plans are not in place for all young people. Risk assessments and behaviour plans are not comprehensive and have not been up-dated. Consequently the risks and vulnerabilities that young people present are not identified, for example, in relation to inappropriate sexualised behaviour. In addition the actions to address these factors are not well formulate dor implemented, hindering staff's ability to provide consistent or safe care. Keyworker sessions are not taking place and the monitoring of impact of the behavioural management in place, including the use of sanctions, is not in place. Staff report that they have the responsibility to undertake key working but that they have not received the training to enable them to complete this task well.

Management has not followed the home's safeguarding procedures when there have been concerns about the welfare of young people. This lack of consistency to apply policy reduces the effectiveness of procedures to protect young people. In addition managers have neglected to inform Ofsted of safeguarding concerns. This hinders proper scrutiny of incidents and regulation of the service, and impacts upon young people's safety.

There has been some redecoration to the interior of the home but the exterior looks uncared for. In addition there are restrictors on bedroom windows and risk assessments do not currently justify these measures. This impacts on young people's sense of dignity.

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
4 (2001)	review the Statement of Purpose so that it consists of all matters included in Schedule 1 particularly the process and eligibility to access therapy services to be provided for the children accommodated in the children's home and details of any specific therapeutic techniques used (Regulation 4 (Schedule 1) (2 and 26))	14/02/2013
4 (2001)	provide a copy of the home's Statement of Purpose to the HMCI (Regulation (4)(2))	14/02/2013
17B (2001)	ensure that within 24 hours of the use of any measure of control, restraint or discipline, a written record is made in a volume kept for the purpose of which shall include confirmation that the person authorised by the registered provider to make the record has spoken to the child concerned and the person using the measure about the use of the measure (Regulation 17(B)(3)(h))	14/02/2013
17B (2001)	confirm that where a measure of restraint has been used on a child the volume includes the duration of the measure of restraint (17(B)(4)(a))	14/02/2013
27 (2001)	maintain for each child who is accommodated in the home a record in permanent form which is signed and dated by the author of each written entry (Regulation 28 (1)(c))	14/02/2013
34 (2001)	include in the system for monitoring the matters set out in Schedule 6 a system for consultation with children accommodated in the home and their placing authority. (Regulation 34 (3))	14/02/2013
34 (2001)	maintain the system set out in schedule 6 at appropriate intervals and improve the quality of care provided in the children's home (Regulation 34 (1)(a and b))	14/02/2013
11 (2001)	ensure that the home is conducted so as to promote and make proper provision for the welfare of children accommodated there; in particular ensure accurate and updated risk assessments are available and inform the management of complex behaviour (Regulation 11(1)(a and b))	14/02/2013
12A (2001)	prepare in consultation with the young person a placement plan (Regulation 12 (1)(a))	14/02/2013
16 (2001)	implement the written policy which sets out the procedure to be followed in the event of any allegation of abuse or neglect (Regulation 16 (1)(b))	14/02/2013
25	ensure that there is at all times regard to the need to	14/02/2013

(2001)	safeguard and promote the health and welfare of the children accommodated there a sufficient number of suitably qualified, competent and experienced persons working at the children's home in particular in regard to use of physical restraint, key working and record keeping (Regulation 25 (1)(b))	
27 (2001)	ensure that all persons employed in the home receive appropriate supervision (Regulation 27(4)(a))	14/02/2013
30 (2001)	notify in relation to any event listed in column 1 of the table in Schedule 5 takes place, the registered person shall without delay notify the persons indicated in respect of the event in column 2 of the table (Regulation 30(1)) *	14/02/2013
37 (2001)	report the registered manager absence if it arises as an emergency, the registered person shall give notice to HMCI of the absence in writing to the HMCI specifying the matters mentioned in sub-paragraphs (a) to (e) of paragraph 2. (Regulation 37 (4)(b))	14/02/2013

*These requirements are subject to a compliance notice

Recommendations

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

- provide a comfortable and homely environment and is well maintained and decorated. Risk reduction does not lead to an institutional feel particularly window restrictors are used as part of a plan to promote young people's well-being (NMS 10)
- ensure that there are clear and effective procedures in place for monitoring and controlling activities in the home. This includes allegations, and the quality of the provision. (NMS 21.1)
- staff must be trained in those restraints approved to be used in the home (Children's Act 1989 Guidance and Regulations Volume 5: Children's Homes (2.100))

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*.