

Inspection report for children's home

Unique reference number	SC400355
Inspection date	22/02/2013
Inspector	Michelle Bacon
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	06/12/2012
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Service information

Brief description of the service

This home provides accommodation for up to three young people with emotional and/or behavioural difficulties. It is operated by a private company.

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 December 2012, the overall effectiveness of this home was judged to be good with four recommendations made. There is some progress on the previous recommendations which demonstrates a capacity to improve.

A recommendation was made at the last inspection regarding young people's wishes, views and feelings being taken into account in monitoring staff and in developing the home. The systems for monitoring the quality of care now include consultation with young people. In addition the home requests feedback in the form of questionnaires from young people's social workers and other professionals involved with the home. This ensures the manager has a clear understanding of the home's strengths and weaknesses.

At the last inspection, the manager was asked to ensure all staff are trained to recognise and respond to incidents of bullying. The organisation has arranged for all staff to complete a, 'back to basics' training in March, which will include recognising and responding to bullying. This will ensure practices within the home make young people feel safe and secure.

There are improvements in the records of restraint. There has only been one restraint since the last inspection. Records show that staff still refer to using 'hurdle help' and 'directive statements' to diffuse challenging situations but they now describe what this specific intervention is. For example, asking a young person to go for a walk to help them calm down. This means the manager can effectively monitor incidents of restraint to ensure they are only ever used as a last resort.

Young people say they like living at the home and have good relationships with the staff. They continue to benefit from appropriate contact with their families, which is facilitated by staff. However, on one occasion the home restricted a young person's contact due to their behaviour at school. This is not an appropriate behaviour management strategy, hence, a requirement is made in relation to the restriction of a young person's contact. Additionally young people have had their mobile telephones sanctioned as a safeguarding measure. However, these have not been recorded in the sanctions book, which means it is not clear how long these measure have been in place.

A recommendation to ensure supervision records are signed by the supervisor and member of staff at the end of the supervision has not been met. In addition it is not clear how often the Registered Manager receives supervision as his file is kept at the organisations head office.

Young people continue to make progress in their individual development; for example their education, behaviour and community activities. This helps to improve young people's feelings of self-worth and self-esteem.

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
17 (2001)	ensure subject to paragraph (3) the following shall not be used as a disciplinary measure on children accommodated in the home any restriction, other than one imposed by the court or in accordance with regulation 15, on a child's contact with parents, relatives or friends (Regulation 17 (2) (i))	11/03/2013
17B (2001)	ensure that within 24 hours of any measure of control, restraint or discipline, a written record is made in a volume kept for the purpose. (Regulation 17B (3))	11/03/2013

Recommendations

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

- ensure a written or electronic record is kept by the home detailing the time, date and length of each supervision held for each member of staff, including the Registered Manager. The record is signed by the supervisor and the member of staff at the end of the supervision. (NMS 19.5)

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*.