

Inspection report for children's home

Unique reference number	SC400901
Inspector	Michael Mulvaney
Type of inspection	Full
Provision subtype	Children's home

Registered person	Break
Registered person address	Davison House 1 Montague Road SHERINGHAM Norfolk NR26 8WN
Responsible individual	Hilary Bridget Richards
Registered manager	Carol Marguerite Gyton
Date of last inspection	04/03/2014

Inspection date	11/12/2014
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Previous inspection	satisfactory progress
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	good
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This is a good home and it is good at meeting the needs of the young people who live at the home during term-time as well as the needs of the larger group of children and young people who go to the home for a short break.

The young people who live in the home have made good progress and in some cases, given their abilities and background, progress has been very good. The home supports the education of these young people and is actively involved in promoting their educational attainment. This promotes their skills and develops their confidence.

There is a warmth and sense of fun at the home with an enormous amount of activities and, most importantly, good methods deployed by the staff to interact with the children and young people, many of whom have significant communication issues. The staff work carefully to get to know each child or young person's needs and their ways of communicating to ensure that they are able to understand their wishes and feelings.

The children and young people are monitored and their care plans are reviewed in a timely way; this ensures that there is up-to-date information and guidance available to staff to assist them in looking after the children and young people.

The home has sufficient staff. The permanent staff have received a wide range of training to help them meet the needs of the children and young people who attend for short breaks. However, some agency staff have not had the mandatory training and these staff members receive additional oversight within the home in their work until they have been trained. However, the presence of staff who have not been fully trained means that the children and young people may not be able to make those staff members aware of their wishes and needs.

There is a suitably qualified and experienced Registered Manager who provides support and guidance to the staff and monitors the progress of the children and young people who use the home. This ensures that the quality of care remains high, improvements are made, and weaknesses are tackled.

This inspection identified some shortfalls and these include the administration of medication, the recording of supervision and staff training.

Full report

Information about this children's home

This home is registered for up to six children and young people with emotional and/or behavioural difficulties, physical disabilities and learning disabilities. The home provides two different services within the same building. A short breaks scheme is provided for young people over weekends and school holidays. During the school term the home provides boarding placements to young people attending linked special schools.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
04/03/2014	Interim	satisfactory progress
02/10/2013	Full	good
18/02/2013	Interim	good progress
02/10/2012	Full	outstanding

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
21 (2001)	The registered person shall make suitable arrangements for the recording, handling, safekeeping, safe administration and disposal of any medicines received into the children's home (regulation 21 (1))	26/01/2015
21 (2001)	ensure that any medicine which is prescribed for a child is administered as prescribed (Regulation 21 (2) (b))	26/01/2015

Recommendations

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

- Staff are trained in appropriate safe-care practice, including skills to care for children who have been abused. For providers who offer placements to disabled children, this includes training specifically on issues affecting disabled children. (NMS 4.6)
- Suitable arrangements exist for professional supervision of the registered person of the agency. (NMS 19.3)

Inspection judgements

Outcomes for children and young people **outstanding**

All of the young people achieve good outcomes. The young people who live in the home during term-time achieve well in their education as this is the cornerstone of their placement. They make good progress in their development across all areas.

Young people develop social skills both at the home and externally by attending resources in the community. This extends their experiences and offers opportunities for them to progress. For example, going out in the community unsupervised has given the young people a chance to experience independence in a safe way. Children and young people are given opportunities to become more independent at a level that is appropriate to their age and level of understanding and ability.

For the children and young people who attend for short breaks, this home provides very good outcomes and an opportunity to develop friendship groups. They enjoy a wide variety of fun activities and new experiences in the home and in the community that otherwise may not be available to them. The activities include going to the park, attending activity centres and the cinema. This builds on their experiences and creates opportunities to enhance their social skills.

All of the children and young people, including those who do not communicate verbally, actively take part in decisions in the home including what they do in the evening or at the weekend, what clothes they wear, and what they have to eat. They are especially encouraged to make their wishes and feelings known. This builds their independence skills and supports their sense of self-worth.

The children and young people eat a healthy diet and take part in yoga and other exercises at the home. This helps to keep them well and also provides them with one-to-one time with staff which helps to develop their relationships.

Quality of care **good**

There is a consistently high level of care and support provided by the staff in this home. Staff know the children and young people well, they speak in detail and with enthusiasm about the progress the children and young people have made. They place the welfare needs of all the young people at the centre of their practice. This focuses the staff on understanding the individual needs of those at the home.

The home is extremely well maintained and there is a great deal of personalisation. For example, they use simple but imaginative ways to change the decoration in the home to reflect the young people who are staying there by means of a simple

fastener to change pictures on the wall. This helps to make the young people feel at home.

There are considerable opportunities for the children and young people to play and be creative. The home is resourced to give the maximum chance for the children and young people to have fun and to express themselves. The staff are imaginative and attentive to the children's and young people's needs; they are flexible and this ensures inclusion for all those staying in the home. This maximises the experience of the children and young people and promotes their individual growth and development.

Parents and social workers are extremely positive about the quality of care provided at the home. A parent describes the home as the 'best thing that has ever happened' for her child.

The young people who live in the home during term-time make and keep appointments with doctors, dentists and opticians. The home has a number of young people who need significant medication regimes. These regimes require the staff to be compliant with the policy and procedure of administering medication. Since the last inspection there have been two incidents where the staff have made errors in administering medication which could have had a significant impact on the young person. The Registered Manager is monitoring the administration of medication and this has been the topic of updates at staff meetings and of individual supervision sessions. Despite this, errors have still occurred and further vigilance is required.

Keeping children and young people safe good

The children and young people in this home used symbols to show me that they felt safe in this home. The home places the welfare of the children and young people at the centre of everything that they do with the children and young people. The staff demonstrate this by regularly reviewing the care they provide, and through careful monitoring of the children and young people they discover how best to meet their needs. This benefits the children's and young people's general and specific development, and by reflecting upon their interaction with them, staff continue to deepen their understanding of the children and young people.

Some children and young people have been physically restrained by staff. These incidents are recorded and monitored by the Registered Manager in line with the home's policy. Restraints are scrutinised and the children's and young people's welfare needs are reviewed after each restraint. The records show that restraint is used only when attempts to de-escalate a situation have not worked. The staff and the Registered Manager are concerned that restraints have not helped some of the young people. They have sought advice from a restraint tutor to review future behaviour management approaches with these young people. This shows that the staff group is reflective and willing to change practice which in turn promotes good

safe care.

The home uses practical and progressive behaviour management techniques with the children and young people and rewards are used to promote positive behaviour. As a result, children and young people are helped to reduce negative behaviours. Sanctions are used but these are not punitive and are reviewed and reflected upon. Staff have been trained to develop restorative justice approaches within the home, looking at how children and young people can be helped to understand their behaviour and their impact on others as well as helping the staff to understand their role in any incident.

Leadership and management

good

The Registered Manager has a NVQ level 4 in residential childcare management and a level 5 in management. She has been working in this home for a number of years and has the experience and knowledge to manage the home.

There have not been any complaints since the last inspection. Since the previous inspection the home has improved its recording and monitoring of the young people's progress. This results in the young people being looked after by staff who have up-to-date information available to them.

Most of the staff have been on appropriate training to support them in their care of the children and young people who live in the home. This means they have the appropriate knowledge and skills to meet the needs of the children and young people. In turn, the children and young people receive a good standard of care.

All the staff have regular supervision which takes account of their performance at work. The Registered Manager has been receiving supervision from an appropriate person. The notes of those supervision sessions are not of a suitable standard to allow for a robust reflection on the work that the Registered Manager and the staff group is doing. This is especially so regarding the recording of the welfare needs of the children and young people. These notes can play an important role in the management of information about the children and young people.

The home has a detailed Statement of Purpose which details the two separate services that the home runs. The Statement of Purpose helps families and social workers understand the services provided from the home in a comprehensive way. The home has not provided Ofsted with the most recent Statement of Purpose which has the up-to-date staffing situation for the home.

The home has very good records including a 24-hour care sheet which quickly tells the staff what the needs of the children and young people are, and how to best meet them. These are reviewed regularly which means that staff are informed of any changes to the care plan at the shift handover. The children's and young people's

care is improved by the updates and staff are informed of the changes in a timely way.

The young people are looked after by adults who have completed a wide range of training and they are able to effectively communicate with all the children and young people living in the home. There are agency staff that have not completed the required training and this could have an impact upon their ability to meet the welfare needs of specific children and young people. There is a sufficient number of staff working in the home. The home has employed agency staff who did not, at the time of their employment in the home, have child protection training. These agency staff were not shift leaders and their work was monitored, but this is a shortfall.

There is regular internal and external monitoring of the home. Shortfalls identified by external monitoring have been resolved such as replacing the carpet in the hall and lounge. This provides the children and young people with a home which is in a suitable condition for them to live.

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.