

Inspection report for children's home

Unique reference number	SC405713
Inspection date	04/02/2014
Inspector	Julian Parker
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	31/07/2013
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Service information

Brief description of the service

The home is operated by a national, private provider and looks after up to three young people with emotional and behavioural difficulties. The service offers planned and emergency admissions, and provides short, medium and long-term placements. Young people living in this home are likely to require high levels of support.

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 **good progress**.

At the last inspection in July 2013, the overall quality rating for the service was judged as satisfactory, with five actions and four recommendations made. Quality of care and leadership and management in the home at this time were judged as inadequate. A change of management and some staff within the home since then has produced significant progress with all of the requirements and recommendations being fully met.

Requirements were made in relation to the maintenance, repair and condition of the living environment. Concerted effort has resulted in considerable improvements to the décor and furnishing of the home. Any damage or shortfall now receives prompt repair. The house has received redecoration throughout resulting in improvements in young people's ownership and engagement in their home.

The training and support for staff provided by regular recorded supervision has improved. The newly registered manager ensures that all staff are fully aware of their role and responsibilities. Support provided through management supervision

stimulates consistency of practice and ensures individual training needs are addressed at the earliest possible opportunity. Improved knowledge and clear expectations, reinforced by regular supervision and group team meetings, make sure that young people receive the best level of care possible from the staff looking after them. In turn their behaviour shows measurable improvement.

Staff training in statutory areas such as fire safety is fully recorded and supported by the homes positive relationship with the local fire service who deliver on-site fire safety messages for young people. All staff receive annually updated training in behaviour management, including the application and recording of physical intervention.

The staffing numbers and arrangements within the home are now sufficient to provide, at all times, enough experienced and qualified staff to safeguard and promote the welfare of young people. Probationary staff are deployed with experienced colleagues and never cover night time shifts unsupported.

The Registered Manager has in place systems that keep under review the quality, accuracy and content of records produced by the home. These receive regular scrutiny by in-house and external audits. As a result, key documents such as the homes statement of purpose and the young person's guide are up to date and contain correct detail for contacting Ofsted.

Changes to the leadership and management of the home have had a positive impact on its day to day operation. Young people currently enjoy consistency of care and have the opportunity to develop more meaningful relationships with the staff caring for them. Since the last inspection staffing levels have improved; staff work reasonable hours and are not dependent upon bank staff support. This enables consistent care practice. Staff confirm that they receive excellent support and regular supervision from their manager.

There are a range of effective systems within the home to monitor the quality of care provided and the running of the home. The manager's monthly checks of records inform a comprehensive a six-monthly overview that is submitted for information to Ofsted. Regulation 33 monitoring visits are carried out monthly, from which reports are produced highlighting any shortfalls in practice. This process helps the manager and staff team reflect and improve their practice.

Since the last inspection considerable effort has been made to ensure that young people are consulted about their home and any future plans. Young people are consulted about important decisions concerning the operation of the home. Staff are very supportive, encouraging young people to engage and achieve across all areas of their lives. These improvements are positively reflected in stakeholder feedback from social workers.

No requirements or recommendations arise from this inspection.

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*.