

## Inspection report for children's home

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| <b>Unique reference number</b> | SC407430        |
| <b>Inspection date</b>         | 20/01/2014      |
| <b>Inspector</b>               | Thomas Webber   |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

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| <b>Date of last inspection</b> | 24/09/2013 |
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## Service information

### Brief description of the service

This home is registered to provide care and accommodation for up to four young people with emotional and behavioural difficulties.

### The inspection judgements and what they mean

|                              |                                                                                                                                                                                                                                                                      |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Good progress</b>         | 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. |
| <b>Satisfactory progress</b> | 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.                                  |
| <b>Inadequate progress</b>   | 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**.

The overall rating for this home was judged as good at the last full inspection in September 2013. One requirement was made at that inspection. This related to ensuring that the external monitoring visits are unannounced and occur when young people are in residence. This is to ensure that the views of young people about the standard of care provided are routinely obtained. Appropriate action has been taken to comply with this requirement. The independent person has been advised to make unannounced visits and is varying the times of his visits to coincide with when young people are there.

The Registered Manager provides strong and effective leadership and maintains high aspirations for young people accommodated in the home. The manager, with the support of staff, is very committed to improving the experiences of young people and is continually striving to improve outcomes for them. As the current manager has other duties within the organisation, a decision has been made to appoint a new Registered Manager. The process of registering the new manager with Ofsted is in progress.

Some young people continue to make good progress in various aspects of their social and personal development, including developing positive relationships with staff. Some young people are now increasing their level of school attendance and are engaging in education whilst in school, which is seen by the home as a significant improvement.

Despite some significant progress, there have been times when the behaviour of some young people has been particularly challenging. This has resulted in aggressive behaviour being directed at staff and considerable damage being done to the building. Consequently the use of sanctions and physical intervention has increased. The negative behaviour has also led to some young people going missing on occasions. However, there is evidence to suggest that the home is starting to have some success in tackling the problem and the behaviour of most young people is beginning to improve.

The number of occasions when young people go missing has significantly reduced since the beginning of December 2013. Where incidents have occurred, staff have taken prompt action to ensure that young people are returned at the earliest opportunity.

The manager ensures that good staffing levels are maintained throughout the day and night to meet the individual and collective needs of young people. Currently there is a minimum of three members of staff on duty to four young people at all times. There have been no changes to the staff team since the last inspection. As a result, young people receive continuity and consistency of care from a stable staff team.

The organisation remains very committed to ensuring that staff are given every opportunity to attain an appropriate childcare qualification, such as the level 3 Children and Young People's Workforce Diploma. The number of staff who have achieved this qualification since the last inspection has increased. Fifty seven per cent of the staff team are now qualified. The remaining staff, who do not yet hold a qualification, are either registered or are in the process of being enrolled on the course. Staff are also supported to undertake a range of specialist training as part of their professional development. This ensures that they are equipped with the knowledge and skills, and are competent, to work effectively with the challenging needs of young people accommodated.

Young people live in an environment which provides them with excellent communal facilities to meet their individual and collective needs. Young people are provided with their own bedrooms which are personalised to their individual tastes. Good bathing and toilet facilities are also provided. However, considerable damage has been caused to the home through the challenging behaviour displayed by some young people. To the credit of the organisation, prompt action is being taken to repair the damaged areas and replace items of furniture to ensure that the environment is suitably maintained for the young people accommodated.

## 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*.