

Inspection report for children's home

Unique reference number	SC407929
Inspector	Michelle Spruce
Type of inspection	Full
Provision subtype	Children's home

Registered manager	Lena Greatwich / Elaine Redding
Date of last inspection	07/01/2014

Inspection date	02/10/2014
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Previous inspection	good progress
Enforcement action since last inspection	There has been no enforcement action since the last inspection.

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

Overall effectiveness

Judgement outcome	adequate
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This adequate service is effective in improving good outcomes for young people. The individual complex needs of young people are identified well planned. Young people make good use of their preferred style of communication to ensure their views and wishes are recognised and acted on.

Young people are safe in a home that recognises their vulnerabilities. Staff are proactive in promoting their safety. Privacy, trust and respect are high on the agenda for staff when supporting young people with complex care needs.

The bonds between young people and staff are formed over time. Young people show they have formed trusting relationships through their behaviour such as vocal tone and body language.

There is a sound leadership team driven by a competent and effective manager. Development plans underpin how the home will progress and continue to provide positive outcomes and good quality care.

There were some shortfalls identified and six requirements and one recommendation have been made.

Full report

Information about this children's home

This privately owned home is registered to accommodate eight children and young people with learning disabilities. The home has a school and offers planned short and long-term placements. The school is registered with the Department for Education.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
07/01/2014	Interim	good progress
15/08/2013	Full	good
17/12/2012	Interim	good progress
01/08/2012	Full	adequate

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
5 (2001)	ensure the registered person shall keep under review and, where appropriate, revise the statement of purpose and notify HMCI of any such revision within 28 days (Regulation 5(a-b))	31/12/2014
21 (2001)	ensure the registered person shall make suitable arrangements for the recording, handling, safe keeping, safe administration and disposal of any medicines received into the children's home (Regulation 21(1))	31/12/2014
23 (2001)	ensure that all parts of the home to which children have access are so far as reasonably practicable	31/12/2014

	free from hazards to their health or safety (Regulation 23(a))	
27 (2001)	ensure that all persons employed by the registered person receive appropriate training, supervision and appraisal (Regulation 27(4)(a))	31/12/2014
31 (2001)	ensure that premises used for the purpose of a children's home are appropriately and suitably located, so that children cared for by the children's home are effectively safeguarded and are able to access services to meet needs identified in their care plans or placement plans (Regulation 31(1A)(a))	31/12/2014
34 (2001)	ensure the registered manager shall establish and maintain a system for monitoring the matters set out in Schedule 6 at least once in every 3 months and supply to HMCI a report in respect of any review conducted by him. (Regulation 34(1)(a)(2))	31/12/2014

Recommendations

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

- ensure visits of the home carried out under Regulation 33 include relevant checks set out in regulations and guidance (NMS 21.7)

Inspection judgements

Outcomes for children and young people **good**

Young people with complex health needs make good progress in maintaining a healthy lifestyle. Some young people are now on reduced medication as a result of clear health planning and joint working with external health professionals. A social worker said, 'Fantastic improvement; no longer incontinent'. Health needs are met and routine appointments are attended. This promotes the health and wellbeing of young people.

Most young people attend the on-site education provision. Young people make small steps in regards to their progress. A staff member said, 'his education is better now; he is now taking part'. Further comments from a social worker confirmed this. A social worker said, 'He is making progress in education; the teacher understands how to set out the curriculum to meet her needs'.

Young people benefit from contact with those who are significant in their lives. Overnight stays and communication through tablets and iPads keep young people in touch with their families. For example, Skype is used which gives young people the opportunity to contact their family, while others prefer to communicate by using the telephone. This strengthens bonds and improves communication.

Young people gain independence skills at a pace that is individual to their ability. For example, young people access the community and manage their own money while out shopping. Some young people now undertake more personal care for themselves. As a result, confidence and life skills improve.

Quality of care **adequate**

Relationships are strong and trusting. Staff know and understand the complex needs of each individual young person. A staff member said, 'We have a fantastic relationships; we work hard to gain trust and form friendships. You need to know the individual well; it takes time and is a gradual process'.

Activities encourage young people to participate and are stimulating. Staff work in partnership with young people and their families to ensure they are provided with experiences that meet their social and emotional needs. A staff member said, 'We talk to families and previous placements to assess what young people like; some like horse riding and now go weekly'. As a result, co-ordination for some young people has improved.

Staff are sensitive and respectful in providing personal care to young people. Their

privacy is respected and independence is maximised and encouraged for those who are more able to undertake their own personal care with minimal assistance. A social worker said, 'Staff are very good; they are pro-active and meet the needs of young people'.

Medication arrangements are not always followed in line with the home's policy and procedures. For example, medication that has previously been dispensed from blister packs but not used is kept in the medication cupboard instead of being returned to the pharmacy. Topical creams are not routinely labelled with the date they are opened. This makes it difficult to know when to dispose of them.

Health and safety monitoring is completed on a regular basis to ensure the home is free from hazards that present a risk of accident or injury. Some hazards were identified during the inspection that required attention. For example, there were broken bathroom tiles and missing shower hoses. Furthermore, the record of electrical safety testing was unsatisfactory. This does not guarantee that the home environment is safe.

The manager does not have a home location risk assessment that identifies any risks with the location of the home. This means any placements that are taken or considered are not effectively matched in conjunction with the needs of the young people to the location of the home. The communal space for young people within the home is limited. However, the school site provides additional space for young people to enjoy.

Staff use young people's preferred method of communication to gain their view, wishes and feelings. For example, a young person did not like his shoes. He used his book to show a picture of his Pedro boots to tell staff he did not like them. Staff acted on his wishes and changed his shoes.

Keeping children and young people safe good

Young people demonstrate how safe they feel by expressing their feelings through vocal sounds, body language, signs and symbols. Staff said, 'We know they feel safe by how they react; we recognise changes in behaviour that reflect how they are feeling; they use communication aids to tell us how they feel'. Survey responses also confirm that the young people are safe because risk assessment and staffing levels keep them safe.

Young people have individual behaviour plans that identify targeted behaviours. Staff monitor patterns and trends and evaluate how to support young people. For example, one young person had gone from 209 to 35 behaviour episodes over a period of five months. Staff took into consideration the effects of medication. This prompted a review of medication. As a result, medication was gradually reduced and finally removed.

Some young people require the use of physical intervention to protect them or others from harm. Staff are trained well and manage behaviour appropriately and safely. As a result, the need for physical intervention is reducing. A staff member said, 'Physical intervention has massively reduced; there is more re-directing now; he responds well'. Staff help young people to communicate their response to how they feel following physical intervention by using pictures signs and symbols.

Young people are extremely vulnerable and depend on staff to keep them safe from harm. Young people do not go missing from home because staff supervise them closely. This keeps them safe.

The recruitment process is thorough. Staff do not begin employment until full and satisfactory checks are completed. Visitors are vetted on arrival to the home and have to sign in and verify their identification. This protects young people from the risk of harm.

There have been no allegations since the last full inspection. Young people have advocates to act on their behalf. This helps them to raise concerns or complaints.

Fire drills and equipment tests are completed in line with the home's policy and procedures. This keeps everyone, living, working or visiting the home safe in the event of a fire.

Leadership and management

adequate

The service benefits from a Registered Manager who has been in position since April 2014. The manager is qualified to level 4 in management and health and social care. Additionally, there is a committed and strong staff team that support the operation of the home.

Staff feel valued and supported by their manager. Staff confirm they receive regular supervision but are not annually appraised. Staffing shortfalls are supported by the use of agency staff. However, they are not equally provided with the opportunity to receive supervision to monitor and support their practice. Mandatory training is up-to-date, but staff that undertake invasive care procedures have not had refresher training. Furthermore, there are no certificates to demonstrate who has received training and who is competent in practising invasive care procedures. This means staff are not suitably trained, supervised or appraised. As a result, the quality of care young people receive is compromised.

The manager has not reviewed the quality of care since November 2013 or sent a report to Ofsted in line with the timescales required under Regulation 34. Monitoring is completed monthly by an independent visitor and a report is provided to the manager and Ofsted. However, the report does not include reference to relevant

checks set out in regulations and guidance. This means the monitoring is incomplete in informing the manager about the service.

The revised Statement of Purpose has not been sent to Ofsted or completed in line with the revised regulations from April 2014. This means anyone wishing to know about the service is not provided with up-to-date information.

Regulation 30 notifications are recorded in line with legislation and are sent to the appropriate authorities.

Records of confidential data are kept in locked cabinets. This protects confidential information and restricts unauthorised personnel having access to it.

The manager has formed a development plan for the home with staff. The plan is a working document that covers three phases. Unfortunately planned work to extend the building to create more recreational space has not yet got underway. This has not impacted negatively on the young people placed.

There were no requirements or recommendations made at the last inspection. Complaints are addressed by the manager in a fair, equal and timely manner.

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.