

Inspection report for children's home

Unique reference number	SC408655
Inspector	Jennie Christopher
Type of inspection	Full
Provision subtype	Children's home

Registered person	Priory Education Services Ltd
Registered person address	5th Floor 80 Hammersmith Road London W14 8UD
Responsible individual	Helen Sharpe
Registered manager	David Campbell Chedgey
Date of last inspection	14/02/2014

Inspection date	18/09/2014
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Previous inspection	satisfactory progress
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	adequate
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Full report

Information about this children's home

This children's home is for seven young people. The home is run by a private organisation, providing care and accommodation for young people with learning disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/02/2014	Interim	satisfactory progress
08/10/2013	Full	adequate
23/01/2013	Interim	satisfactory progress
30/10/2012	Full	good

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
17B (2001)	ensure staff only use the measures of control, restraint and discipline set out in the behaviour management policy. Further, ensure that records are accurate with regards to restraints used, the action taken in response to a restraint, including manager's debriefs and oversight (Regulation 17B(1)(a) and (3))	31/10/2014
23 (2001)	ensure that all parts of the home to which children have access are so far as reasonably practicable free from hazards to their health or safety; with specific regard to risk assessing the location of the electricity substation within the grounds (Regulation	31/10/2014

	23(a))	
26 (2001)	ensure that all staff are fit to work at a children's home. Including full and satisfactory information being available in relation to him in respect of each of the matters specified in Schedule 2. This is with specific regard to gathering a full employment history, together with a satisfactory written explanation of any gaps in employment. (Regulation 26(3)(d) Schedule 2 point 6)	31/10/2014

Recommendations

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

- ensure young people receive personalised care that promotes all aspects of their individual identity. Further ensure this is specifically identified in their care plans (NMS 2.1)
- ensure here any sanctions, disciplinary measures or restraint are used, children are encouraged to have their views recorded in the records kept by the home. This includes recording when young people decline to make comment (NMS 3.18)
- ensure young people are supported to develop financial capability, knowledge and skills (NMS 12.1f)
- ensure the manager regularly monitors, in line with regulations, all records kept by the home to ensure compliance with the home's policies, to identify any concerns about specific incidents and to identify patterns and trends. Immediate action is taken to address any issues raised by this monitoring. This is with specific regard to restraint records. (NMS 21.2)

Inspection judgements

Outcomes for children and young people **good**

Young people make good progress through living in the home. They are supported to gain a positive self-view and have an understanding of their personal history, and issues which led to them being in care. Staff effectively support young people to develop skills to manage their thought processes which otherwise lead to unwanted behaviour. However, delays (beyond the control of the home) in accessing local Child and Adolescent Mental Health Services (CAMHS), impacts on some young people.

Young people are encouraged to understand healthy lifestyles and what this means for them. Increasingly robust measures ensure young people access all the health services they need, independently when able. Young people eat a healthy range of foods, including fresh produce. Young people are involved in a range of physically and emotionally stimulating activities, for example, swimming, visits to the park and arts and crafts.

All young people are involved in making decisions about their lives. Those with alternative communication styles have their views heard through increased use of the Picture Exchange Communication System books and boards and objects of reference. Photographs of activities and replies to requests ensure young people have records of how their views have impacted on practice within the home. Young people make a positive contribution within the home through choosing décor of their bedrooms and communal areas.

Education attendance at the organisations school is excellent, although some young people struggle with engagement once at school. A proactive approach to work experience ensures they are still able to access rewarding activities during the school day. Young people maintain friendships from school and are supported to meet peers in the community.

Planning for future placements is timely to ensure transitions are as smooth as possible. Young people gain skills for independence in relation to their age and ability. All young people budget for and make a meal weekly. Social workers comment that independence planning is 'good'. However, those who are likely to move to more independent placements do not learn weekly budgeting skills to ensure they are fully prepared for their next step.

Quality of care **adequate**

Young people have some excellent relationships with staff. Staff are concerned about all aspects of young people's wellbeing and welfare and are now working with a greater consistency. Young people benefit as a result of understanding what is expected from them. Staff have much improved communication skills ensuring all young people are understood and able to share their views. Young people are aware of the complaints procedure and when complaints are made, practice changes where appropriate. Young people are supported to understand when their views and ideas cannot be acted upon.

Young people actively contribute to their reviews and care plans are reflective of decisions made. Regular reviews ensure plans are reflective of young people's current needs. Observations by inspectors demonstrate young people are cared for in line with their plans. However the documentation does not consider young people's individual culture beyond their religion and country of birth. Behaviour management plans are thorough to ensure consistency in approach to unwanted behaviour. An independent advocate, that young people make good use of, regularly visits the home.

Staff support young people in education in the classroom and through close consultation with school staff. Those young people who are struggling to engage have bespoke packages, including work experience and assisting staff in school. Through consultation and joint working, young people benefit from continuity in the care and education settings .

Staff foster good links with local medical professionals. Staff have been trying to arrange CAMHS appointments and input for young people. Where CAMHS are unable to provide a service, educational psychologists support young people. Reports on the sessions are provided to the home. However managers have not liaised with the educational psychologist to determine what coping strategies they have discussed with young people who are self-harming. Medication is pre-packaged by the local pharmacy which enables safe administration within the home.

Keeping children and young people safe adequate

Young people's behaviour and demeanour indicates they feel safe in the home. Young people appear comfortable and relaxed in the home and identify staff they can go to if they are worried or upset. Staff are clear on the processes to follow should they be concerned for a young person's safety or welfare. They have an excellent understanding each young person's vulnerabilities and do all they can to protect them in the home and from external influences.

Policies within the home are updated in response to lessons learned locally and nationally; including identifying signs of exploitation and e-safety. Safeguarding investigations are managed promptly. Records of from a recent incident demonstrate local procedures have been followed and the Local Authority Designated Officer is

content with the homes response to concerns.

Young people on occasion leave the home without permission. Staff may remain with them at all times physically or contact them by mobile phone depending on the assessed risk. Robust measures are in place should a young person be missing and staff liaise with the young people about the reasons why they chose to be away from the home. Staff are proactive and in response to a young person's continued desire to be away from the home, have arranged for a trial period at another home the young person identified within the organisation. Young people's risk assessments are robust, allowing young people to take age-appropriate risks in line with individual abilities and vulnerabilities.

Individualised behaviour plans are clear and reward young people through positive reinforcement. Sanctions, when used, are proportionate and related to the incident and young people's understanding. Staff effectively facilitate reflective discussion to encourage young people to respond more appropriately in the future. Proactive responses to unwanted behaviour lead to a limited use of restraint. However, an incident of restraint not in line with agreed practice has occurred since the last inspection and this was not fully recorded. The managers debrief was also not included in the records. The manager's response to this incident was robust and measures implemented increase safety for both staff and young people in future incidents.

Young people are safe from fire and other hazards through regular checks of the building and procedures. The home is safe and most risk assessments are regularly reviewed. The grounds risk assessment does not reflect an electricity substation within the grounds, which is a fascination for a young person currently.

The organisation's recruitment policy does not include requesting a full employment history from applicants. All other personnel checks are robust.

Leadership and management

good

The manager was registered by Ofsted in September 2013. The Registered Manager holds a level 5 qualification in leadership and management with young people and has suitable experience to manage this provision.

The Registered Manager has a good understanding of the strengths and weaknesses within the home and practice. Monthly monitoring and quarterly evaluation of the building and records highlight any areas of concern. Additionally, reports in relation to visits made to the home in line with Regulation 33 are comprehensive. Any areas identified as requiring improvement are included in the home's development plan if not rectified immediately.

The Statement of Purpose is clear and staff fully understand the purpose and ethos

of the home, including their roles in providing quality care for young people. The young people's guide is in a simple picture format that can be easily adapted for individual needs. The document contains information on both internal and external advice and advocacy services.

The home fosters good relationships with partner agencies. Sound multi-agency working seeks to improve outcomes for young people. Close working relationships with specialist health services, education and social workers aims to ensure positive outcomes and consistency in approach for young people. However management oversight does not always realise this in practice, with specific regard to restraint records. Services that are not performing are challenged when required. Complaints regarding the home from the local residents are managed to the complainant's satisfaction and relationships are mostly positive.

The staff team has a consistent core that have an excellent understanding of the young people they care for. Joint meetings across all staff teams have led to increased consistency in care. Staff feel they are supported well by the management and senior teams. The training schedule includes mandatory training and further development opportunities are available. Upcoming specialist training includes responding to self-injurious behaviour and an Autism Awareness conference. Staff have regular supervision and annual appraisals. They say they can approach managers at any time for support and guidance. Newly appointed staff complete an induction programme specific to the service, based on the Children's Workforce Development Council's induction standards.

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.