

## Inspection report for children's home

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| <b>Unique reference number</b> | SC411616        |
| <b>Inspection date</b>         | 26/02/2014      |
| <b>Inspector</b>               | Emeline Evans   |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

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|--------------------------------|------------|
| <b>Date of last inspection</b> | 27/11/2013 |
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## Service information

### Brief description of the service

The home is privately owned by an established company. The home is registered to accommodate a maximum of three young people who may have emotional and behavioural difficulties. A therapeutic approach is taken in working with children and young people with the aim of enabling them to return to their family home or to an alternative family placement.

### 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 home was judged as outstanding at the last inspection in November 2013 with two recommendations for areas identified for improvement. The home has maintained the outstanding quality of care and good outcomes for young people. This interim inspection has found that progress since that time has been satisfactory. A particular strength of the home is the commitment of the staff team who are clearly very passionate about promoting good outcomes for young people.

Since the last inspection, the home has experienced a change with the group dynamics in the home. Staff work in partnership with parents and professionals to assess young people's needs prior to moving into the home. There have been some recent admissions to the home, which have resulted in new challenges for the staff team. In recent months the staff team has experienced an increase in challenging behaviour exhibited by the young people and they have worked together to support each other and the young people. Following a recent incident, an internal

investigation took place; there was clear communication with outside professionals and parents during this process. A professional from a placing authority commented, 'the home is committed and flexible, they share information very well.' The staff team have learnt from the outcome of this investigation and reflected on their current practice. However, it was identified there is no clear process of accountability during incidents within the home. Therefore, it is not clear who is responsible in the management of risk at those times. Young people's positive handling plans in operation are comprehensive and individualised. Staff spoken to were clear about these plans and how they work in practice.

On the last inspection, a recommendation was set in relation to independence plans and how young people can work towards being responsible for being able to lock their bedroom doors. The door locks have been reviewed and each young person is now individually risk assessed and they are now able to lock their own bedroom doors. This has been a positive change in the home and young people are taking more responsibility in this area.

The home has met the recommendation made at the last inspection in relation to information held about agency staff. The home has gained further recruitment information from the agency they use and they now hold a photograph of the agency staff on the profiles. During the inspection it was observed that staffing rotas are not easy to follow when tracking incidents. The hours worked by staff were not clearly shown on the rotas and also the composition of staff on duty at the times is not easy to track.

The home continues to introduce a wide range of activities and opportunities for the young people to develop social skills and to pursue individual interests. These opportunities are valued by the young people and are contributing to developing the young people's self-esteem and confidence. Staff set clear boundaries and young people know what is expected of them. As a result, young people continue to benefit from a child-centred approach from the staff team.

Since the last inspection, the Registered Manager has resigned from the post and is continuing her role as Registered Manager in another home in the organisation. The acting manager is in the process of registering with Ofsted. The acting manager has a good understanding of the strengths and weaknesses of the home. There is a commitment from the management and staff team to further raise the standard of care provided to the young people within the service.

## **Areas for improvement**

### **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.

| <b>Reg.</b>  | <b>Requirement</b>                                                                                              | <b>Due date</b> |
|--------------|-----------------------------------------------------------------------------------------------------------------|-----------------|
| 29<br>(2001) | ensure that there is an accurate record of the actual staff rosters worked. (Regulation 29(1) Schedule (4)(11)) | 31/03/2014      |

## Recommendations

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

- ensure staff are clear about their roles and responsibilities and lines of accountability are clearly defined. This specifically relates to the management of risk. (NMS 21.4)

## 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*.