

Inspection report for children's home

Unique reference number	SC412979
Inspector	Anne Bannister
Type of inspection	Full
Provision subtype	Children's home

Registered person	Priory New Education Services Limited
Registered person address	Unsted Regional Office Munsted Heath Road Godalming Surrey GU7 1UW
Responsible individual	Helen Sharpe
Registered manager	Ase Sophie Farbrot
Date of last inspection	03/12/2013

Inspection date	26/06/2014
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Previous inspection	inadequate progress
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	good
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At the previous inspection the home was judged to be making inadequate progress. Progress has been made since this inspection. This includes responding to requirements to review and implement procedures for the safe administration of medication, and revising the frequency for reviewing care plans and individual risk assessments. This inspection finds that the home is effectively meeting the needs of young people and they are making sound progress. As a result the overall effectiveness is judged as good.

There are good safeguarding arrangements for young people through clear and agreed strategies, protocols, risk assessments and placement plans. Frequent meetings with partners ensure strategies remain effective. A range of professionals provide positive comments and agree that the service provides a high quality of care that helps to keep young people safe.

Effective communication and observation skills are used by staff to seek young people's views about all aspects of the care. Young people enjoy a full range of social opportunities and experiences that integrate them into the local community.

Further areas for improvement focus on care planning of how staff respond to the requirements of family's religious beliefs; supervision of ancillary staff.

Full report

Information about this children's home

This children's home is operated by a private organisation and is registered to care for up to four young people. The home provides residential and respite care for young people with learning disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/12/2013	Interim	inadequate progress
09/05/2013	Full	good
26/10/2012	Interim	inadequate progress
02/08/2012	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
11 (2001)	ensure the home is conducted with due regard to sex, religious persuasion, racial origin.....In particular the home must ensure care plans demonstrate how the requirements of parents religious beliefs will be met.(Regulation 11 (b))	04/08/2014

Recommendations

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

- ensure all staff, volunteers and the registered person are properly managed, supported and understand who to whom they are accountable. In particular this relates to the supervision of ancillary staff. (NMS 19.2)

Inspection judgements

Outcomes for children and young people **outstanding**

Young people and staff share good relationships. Staffing levels are based upon the level of need of each young person which means that the care is individualised and flexible. Staff members have a patient approach which allows them to provide high levels of support to young people. This helps lessen their anxiety and promotes positive change in their behaviours. Where young people's behaviours do present risks to themselves or others comprehensive, frequently re-assessed, behaviour management planning helps to reduce the need for physical intervention and promotes the safety and wellbeing of all young people.

Young people benefit from contact with family, friends and other appropriate adults. Families feel well supported by staff who encourage and support young people to maintain appropriate contacts. As a result, young people's needs are well met. Parents comment positively on the benefits of the service which works in partnership with them.

The staff team works proactively with other agencies to promote and support young people's social and educational achievements. A high level of input from staff supports young people in their educational placements. This level of support gives young people the opportunity to achieve their educational potential.

Young people's health needs are positively promoted. Detailed health plans ensure individual needs are assessed and met. All young people are registered with community-based health services to access day-to-day health support. The home has fostered excellent links with more specialised services, which are available for young people to access when required. Young people are encouraged to improve their lifestyles through diet and engagement in activities that promote their physical wellbeing. As a result, young people's holistic health care needs are responded to effectively.

Young people are well supported during periods of transition either into or moving on from the home. They participate in a programme aimed at developing their very individual life skills, which is delivered at a level commensurate with their abilities and vulnerabilities. Progress for young people in these areas is exceptional. A parent commented 'I would never have believed possible the things he is now able to do.' Detailed transition plans are consistently followed across care and education, helping young people gain independence skills which assist them to integrate when out in the local community.

The home is well established within the community and actively encourages young people to take full advantage of the resources available. Individual activities, as well as those shared with staff and other young people, form part of the evening and

weekend routines. Photographs displayed around the home and in individual records of achievement, give an insight into the range of activities taking place.

Quality of care

good

Young people have strong and trusting relationships with staff and are valued and accepted as individuals. Staff are effective at building positive relationships with young people. They are knowledgeable about individual young people's level of understanding, vulnerability and ability. As a result they engage with young people appropriately to provide the support and reassurance young people need to reduce their anxieties.

The home provides young people with good support for their health. Their health plans are comprehensive and include information about the wider health care provided by the multi-disciplinary professional team working with each young person. Young people are registered with all primary health services and are supported to attend appointments. Where additional support is required, the home works effectively to ensure that the young person is able to be seen by the relevant professional. This helps ensure young people get the correct levels of support with their health and medication. Good links with the CAMHS team ensures that young people get any emotional or psychological support they need.

Young people thrive in a caring and supportive environment. Young people benefit from staff practice which gives them consistency, structure and routine, and as a result most young people appear settled in the home. On rare occasions, after significant multi agency discussion and assessment, a decision may be reached that an alternate more specialised placement is required to fully meet a young person's identified needs. In such instances managers advocate on behalf of young people and their families to ensure the correct placement is achieved and work hard to ensure a smooth transition to the new placement.

Staff are committed to enabling young people to achieve their potential. Regular monitoring and updating of care plans and strategies for helping young people takes place to evaluate young people's progress and to ensure that plans are up to date, relevant and meet the needs of each young person. However, care planning is insufficiently robust to clearly inform staff of the requirements of family's religious beliefs in relation to young people's health needs.

Staff work openly, transparently and communicate positively with parents and other professionals. Key people in young people's lives report that information is shared with them in a manner that promotes positive relationships, celebrates young people's achievements, and informs them of the best way of promoting a positive response from young people. As a result young people receive good quality care in

an environment that parents describe as 'brilliant, staff will try anything to support and get a positive response for the young people in their care' and 'I would score the staff team as being 110% committed to the young people they care for'.

The educational achievement of young people is good, taking into account both their attainment and their progress from their starting point at the time of placement. Staff continue to work in partnership with education staff to ensure that consistency in ways of communicating with young people that ensures they make progress and are able to make their needs and wishes known.

Keeping children and young people safe good

Each young person has a plan of care that clearly identifies any risks and how they can be reduced or safely managed. These risk assessments are kept under regular review and this helps to ensure that changing needs can be addressed in order to promote young people's safety.

High staffing levels and good care planning support a proactive approach to managing young people's behaviour. This allows the environment and activities to be adapted to reduce the anxieties or pressure faced by young people.

Staff are skilled in using a range of de-escalation techniques to help reduce the need to use physical intervention. There are no concerns relating to how the home manages the young people's behaviour. There are challenges and these are recorded and reported to appropriate authorities and Ofsted. Staff are clear that physical intervention is very much a last resort. All staff receive regular and refresher training in positive handling techniques. Comprehensive, recently revised, records are held on all interventions. These now demonstrate that staff are encouraged to reflect on any incident and review alternate ways of managing future situations. Managers signatures on the records confirm that such measures have been used appropriately. This practice promotes young people's safety and wellbeing.

Steps to strengthen the procedures relating to safe administration of medication have been put in place following the December 2013 inspection. As a result there have been no further errors in the administration of medication within the home. Staff practice ensures that young people receive medication at the time and frequency it is prescribed. There has been one instant during the school day when care staff failed to ensure a young person received their prescribed lunch time medication. This was quickly picked up and procedures have been reviewed to minimise the chance of a re-occurrence of this practice.

Robust staff recruitment practices are established to ensure the protection of young people. These practices ensure that new staff are suitably vetted and do not commence employment in the home until all the relevant checks have been carried out.

Young people live in a physically safe environment. They are protected by a good range of health and safety procedures and risk assessments. The home's managers carry out regular health and safety checks, including fire drills, to ensure the premises are safe and secure and that staff and, where appropriate, young people know what to do in case of an emergency.

Leadership and management

good

The home is effectively and efficiently managed in a manner which promotes young people's best interests. The Registered Manager and care staff demonstrate a very strong commitment to delivering high quality care to all young people.

The manager is qualified and experienced in her role; she became Registered Manager in October 2012. There are clear arrangements in place to ensure appropriate management of the home when the manager is absent through an experienced assistant manager.

The leadership and management of the home is strong. The manager oversees the home's development plan and regularly reviews its contents in order to monitor the progress made. The manager has a clear understanding of the home's strengths and areas for further development and can demonstrate plans in place to further develop the strengths of the service.

Young people receive care from a well-supported and balanced staff team. The team comprises members of each gender and reflects a range of experience and service with the organisation. Management practice ensures that all care staff have the competences and skills required to work effectively with the diverse needs young people present.

Care staff have opportunities for training throughout the year and are well supported through formal supervision and annual appraisal. There are also frequent opportunities and instances where informal discussion takes place with managers on care-related issues. There is a free flow of information and ideas between staff and managers across care and education. Management practice ensures that staff have the competences and skills required to work effectively with the diverse needs young people present. However, this practice does not extend to ancillary staff, who do not have the training and support to equip them with the knowledge about circumstances which would encourage them to whistle blow if they observed any staff practice that caused them concern. This omission does not impact significantly on young people's safety and welfare as ancillary staff have minimal contact with young people.

There are a range of quality assurance processes in place at the home, including monthly monitoring visits by the company's appointed representative. These report on the quality of the service provided to young people. There is evidence that any

actions highlighted in these different processes are followed-up and that these lead to improvements in facilities and practice.

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.