

Inspection report for children's home

Unique reference number	SC412979
Inspection date	26/10/2012
Inspector	Gillian Walters
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	02/08/2012
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Service information

Brief description of the service

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.

The inspection judgements and what they mean

Good progress	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.
Satisfactory progress	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.
Inadequate progress	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 **inadequate progress**.

At the last full inspection, this home was judged as good. There were five requirements and three recommendations identified for improvement within the home. The majority of these have not been sufficiently addressed and further areas of concern have been identified.

The home has appointed an experienced Registered Manager who currently is responsible for another one of the company's homes situated in the same locality. This arrangement has been accepted by Ofsted as suitable. The Registered manager is supported by deputy managers in both locations and has a significant presence in each home. Tasks are appropriately delegated with the Registered Manager retaining a clear focus on the quality of care provided, practice within the home and leading her staff team.

The Registered Manager has ensured that attention has been given to improving fire safety so that young people and staff know what to do in the event of an emergency at different times of the day and night. With respect to those young people who may

be moving placement, she has arranged for the home's procedure and guidance to be updated to include the need for a review in advance of young people moving on from the home. This is intended to improve care planning and ensure that staff fully understand their responsibilities in such circumstances.

Some attention has been given to improving practice surrounding staff de-briefing following any incidents of restraint. However, changes made have not been sufficiently robust to ensure that staff are being provided with adequate opportunity to reflect on incidents with a relevant adult. This weakens the home's ability to learn from such incidents and have more rigorous oversight of practice.

Quality assurance processes within the home are also insufficiently robust to inspire confidence that efficient scrutiny is routinely applied in evaluating the success of the service. Regulation 33 reports do not fully take account of available feedback on the service provided and are not routinely supplied on time to either the home or Ofsted. A Regulation 34 report has not been completed or provided, enabling clear evaluation of the service over an appropriate period of time. This would be helpful in identifying trends and patterns that could highlight either successful practice or areas for further improvement. This means that there is limited opportunity for both the Registered Manager and the regulator to review the home's practice and the quality of service it provides for young people.

The home has again been found to be deficient in ensuring that Ofsted is routinely notified after significant events have occurred. Delay in providing such information again limits the regulator's ability in monitoring the home's effectiveness. In addition, this inspection identified occasions when such events had not been reported to the local authority in which the home is situated, as they have occurred. This demonstrates a clear deficit in the home's safeguarding practice. The home was not able to demonstrate the availability of relevant or current guidance on the day of inspection that would undoubtedly provide staff with the appropriate support and guidance in dealing with such safeguarding matters. These shortfalls reduce confidence in the home's ability to adequately safeguard young people.

Since the last inspection, the home has made further improvement to its premises, widening their driveway to improve vehicle access that is of benefit to both young people and visitors to the home. Additional furnishings have been added to some bedrooms to create a more homely and personal space for some young people. The home has improved recording of daily contacts with families. This ensures that any issues raised are quickly identified and dealt with in a timely manner, strengthening the quality of communication with young people's families.

The home has undertaken a comprehensive review of young people's diets, re-planning menu options for both summer and winter months. As a result, young people are now enjoying a greater variety of healthy eating options that also takes account of different cultural tastes.

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.

Reg.	Requirement	Due date
16 (2001)	ensure the written policy that is intended to safeguard children accommodated in the children's home from abuse or neglect sets out the procedure to be followed in the event of an allegation of abuse or neglect. This relates specifically to updating existing policy and guidance (Regulation 16(1)(b))	03/12/2012
16 (2001)	ensure the home's safeguarding policy provides prompt referral to the local authority in whose area the children's home is situated, of any allegation of abuse or neglect affecting any child accommodated in the children's home. This relates specifically to contacting the Local Authority Designated Officer following each and every incident (Regulation 16(2)(b))	03/12/2012
30 (2001)	ensure that all significant events are notified to Ofsted without delay, this relates specifically to events concerning serious illness or serious accidents sustained by a child accommodated in the home (Regulation 30(1))	03/12/2012
33 (2001)	ensure the provider shall supply a copy of the report required to be made under paragraph (4)© to Ofsted and the registered manager of the children's home (Regulation 33 (5)(a)(b))	03/12/2012
34 (2001)	ensure that the registered person shall supply to Ofsted a report in respect of any review conducted by him for the purposes of paragraph (1), observing guidance that such reports are completed at six monthly intervals, sent to Ofsted within 28 days of its completion and identifies any trends and issues of concern arising from monitoring of matters set out in Schedule 6. (Regulation 34(2))	03/12/2012

Recommendations

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

- ensure all children and staff are given an opportunity to discuss incidents of restraint they have been involved in, witnessed or been affected by, with a relevant adult. This relates specifically to staff de-briefs being sufficiently reflected in the records kept by the home (NMS 3.17)
- ensure children's safety and welfare is promoted in the home. This relates specifically to staff having access on the premises to up to date Local Safeguarding Board procedures (NMS 4.1)

- ensure that staff follow the home's policy for the keeping and retention of files, managing confidential information and access to files. This specifically relates to the secure retention of notifications to Ofsted and other relevant parties. (NMS 22.1)

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 (March 2011)*.