

## Inspection report for children's home

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| <b>Unique reference number</b> | SC413078        |
| <b>Inspection date</b>         | 15/10/2013      |
| <b>Inspector</b>               | Catherine Honey |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

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|--------------------------------|------------|
| <b>Date of last inspection</b> | 28/05/2013 |
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## Service information

### Brief description of the service

The home provides care and accommodation for two young people with emotional and/or behavioural difficulties. The service is operated by a private organisation.

### 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 **inadequate progress**.

At the previous inspection in May 2013, the home received an overall effectiveness judgement of good with one requirement to improve young people's risk assessments. There is a manager in post who has applied to Ofsted for registration. This inspection was brought forward because of concerns identified through events notified to Ofsted and concerns raised by external professionals.

The requirement made at the previous inspection has been met; risk assessments are now more individualised to the needs of young people and accurately reflect risks. This means those who access the documents have the information they need to help keep young people safe.

Young people take increasing responsibility for their health, for example, by successfully engaging in smoking cessation support. Young people are supported by access to professionals who can help them manage their emotional health. Where initial introductory meetings to these services have been difficult, staff support young people to try and engage again. Young people also benefit from spending time with their keyworkers discussing issues that are currently affecting them. Young people's

identity and cultural needs are well met with staff considering young people's identity needs in depth in relation to their food choices and personal care. This helps young people feel a sense of belonging and supports them to understand their background.

Although in general young people's behaviour has been settled since the last inspection, there has been a recent peak in challenging behaviour. This has led to stakeholders becoming increasingly concerned about the ability of the home to meet young people's needs and following a period of respite, one young person has left the home. Young people's behaviour has been significantly affected by other young people in placement, which calls in to question the effectiveness of placement matching systems. Although staff receive behaviour management training, staff do not always show skill in effectively managing young people's behaviour and situations are not always effectively deescalated. The implementation of strategies is not always effective leading to an increase in situations where the police have been called. This increases the risk of young people being criminalised.

Appropriate care planning documentation and risk assessments are in place to help support staff in caring for young people. Staff regularly read and sign the records to show they have seen them. However, decisions taken by staff, including the manager, have not always been in young people's best interests and have led to young people harming themselves. In addition, although staff have a basic awareness of how to manage young people displaying self-harm behaviour, they have not received training in this area. The manager has recognised this and self-harm training has been booked.

The majority of record keeping in the home is thorough with records kept to indicate staff and young people's action when significant events have occurred. However, record keeping in relation to some events, such as when the police are called following allegations of criminal damage are not in place. This poor quality record-keeping does not aid the manager's monitoring of incidents or give sufficient evidence of reasons why police have been notified of potential criminal concerns. This monitoring does not demonstrate a strong self-evaluation system that drives forward continued improvement. In addition, details in documents provided to the regulator are not always accurate which limits effective overview of the home.

Stakeholders comment on the benefit of the regular communication they receive from the home stating this helps them maintain a good overview of their young people's progress in placement. In addition, they are informed of significant events that young people are involved in and the action taken to safeguard them. Although the home's statement of purpose has been recently updated, a copy has not been sent to Ofsted, which means the regulator does not have an up-to-date overview of the functioning of the home.

## **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   |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 34<br>(2001) | establish and maintain a system for improving the quality of care provided in the children's home (Regulation 34 (1) (b))                                      | 06/11/2013 |
| 11<br>(2001) | ensure that the children's home is conducted so as to promote and make proper provision for the welfare of children accommodated there (Regulation 11 (1) (a)) | 06/11/2013 |
| 5<br>(2001)  | notify the HMCI of any revision of the statement of purpose within 28 days. (Regulation 5 (b))                                                                 | 06/11/2013 |

## Recommendations

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

- ensure staff receive sufficient training on health issues. This specifically refers to training about children who self-harm (NMS 6.7)
- ensure there are clear and effective procedures for monitoring and controlling the activities of the home. This includes the record-keeping in relation to any serious incidents (NMS 21.1)
- ensure the home's approach to care minimises the need for police involvement to deal with challenging behaviour and avoids criminalising children unnecessarily. (NMS 3.22)

## 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*.