

Inspection report for children's home

Unique reference number	SC423442
Inspector	Nicola McEvinney
Type of inspection	Full
Provision subtype	Children's home

Registered person	Care Management Solutions Limited
Registered person address	2 Ravens Lodge Huddersfield Road DEWSBURY West Yorkshire WF13 3EE
Responsible individual	Linda Halliwell
Registered manager	Linda Halliwell
Date of last inspection	26/06/2014

Inspection date	02/02/2015
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Previous inspection	sustained effectiveness
Enforcement action since last inspection	none

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

Overall effectiveness

Judgement outcome	adequate
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This home was judged to be adequate, although young people receive a good quality of care. This is confirmed by a number of professionals working with the young people who say, 'It is clear that they have an accurate and in-depth knowledge of their charge, which has helped us enormously to create positive bonds and productive relationship to facilitate active learning'. Also, 'I feel the care provided is good, staff do promote the welfare of the young person I am working with'. Young people agree with this view. They feel well cared for by staff who provide a nurturing environment where they are developing in confidence and have improved outcomes.

Young people feel safe and are safe. They do not go missing, behaviour that was a major concern prior to their admission.

The Registered Manager/Responsible Individual has a good understanding of the shortfalls identified at this inspection. She has a development plan in place and demonstrates a commitment to improve the service for young people.

The shortfalls identified at this inspection relate to the administration of medication, recruitment of staff, monitoring of the home and young people's records. However these do not significantly impact on the safety and welfare of young people.

Full report

Information about this children's home

This privately owned home is registered to provide care and accommodation for up to five young people with emotional and/or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/06/2014	Interim	sustained effectiveness
08/10/2013	Full	adequate
17/06/2013	Interim	good progress
23/07/2012	Full	adequate

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
21 (2001)	ensure any medicine which is prescribed for a child is administered as prescribed (Regulation 21 (2)(b))	01/04/2015
26 (2001)	ensure when employing staff, full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 2 (Regulation 26(3)(d) and Schedule 2)	01/04/2015
33 (2001)	ensure the regulation 33 visitor inspects the children's home's records (Regulation 33 (8)(b))	01/04/2015
33 (2001)	interview children and their parents in order to form an opinion as to whether children are effectively safeguarded and their welfare promoted (Regulation 33 (a)(i) and (ii))	01/04/2015
34	maintain a system for monitoring matters set out in	01/04/2015

(2001)	Schedule 6, in particular medicines. (Regulation 34(1)(a) Schedule 6. 14)	
18 (2001)	ensure the educational achievement of children accommodated in a children's home, in particular by ensuring that (a) the children make use of educational facilities appropriate to their age, aptitude, needs, interests and potential; (Regulation 18 (1)(a))	01/04/2015

Recommendations

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

- ensure information about the child is recorded clearly and in a way which will be helpful to the child when they access their files now or in the future. (NMS 22)

Inspection judgements

Outcomes for children and young people **adequate**

Young people have made some progress in many areas of their lives. However outcomes are only adequate.

Young people have arrived at the home with previous poor education attendance. Some have not attended school for four years. Since admission they have had some educational attendance but there have been periods of school exclusion and they remain without an educational placement. This compromises their life chances. Other young people have improved their attendance from 16% to 92% in a short period of time.

In the main young people's health needs are well met. They have significantly reduced their substance misuse which impacts positively on their health and well-being. However, medication is not always administered as prescribed which can compromise their health. The looked after children nurse offers advice and guidance on a range of health issues including sexual health.

Established young people have learnt more self-restraint and have a good understanding of their background. Other young people are building their confidence and this has resulted in them having a more positive self-view. Professionals say, 'Staff are keen to acknowledge the young person's positive attributes and progress as well as concerns'. However, some of the young people's continued involvement in the criminal justice system compromises their life opportunities.

Young people enjoy participating in community activities. Some young people play for the local football team and participate in training sessions. There is an adjacent horse riding centre that the home has close links with.

Young people's contact arrangements are set out in their placement plans. Staff are proactive in organising this and liaise with social workers to support constructive contact for the benefit of young people and their families. Young people are encouraged to have their friends round and they are made welcome at the home. Friends stay for meals and occasionally they have 'sleep overs'. For some young people this is a new valuable experience, demonstrating that staff regard this as the young people's home.

Young people are encouraged to develop skills they will need to make a successful transition to adulthood. For example, they are confident in their culinary skills; they maintain their own personal space and are encouraged to manage their own laundry.

Quality of care

good

Young people enjoy warm nurturing relationships with the staff team and feel well cared for. One young person stated, 'I didn't realise how much they really care for me, (staff name) treats me like a son'. In a short time, young people have built up trusting relationships with the staff team, in particular their key workers. One professional commented, 'I regard (name of home) as an excellent placement for this young person and I am of the view that they have provided good care and support', and 'she relishes her time she has with her keyworker'.

Young people respond to the firm consistent boundaries that are in place and there is a marked improvement in their behaviour. Young people say, 'I am better at accepting, "no", I realise I can't always get my own way'. One other professional commented, 'The young person I am working with appears to engage well with staff and I feel these relationships are helping him'.

Young people's views are sought in all aspects of their lives. Regular house meetings discuss a range of topics including menus and activities. Young people discuss their future plans and their wishes in relationship to their contact with significant others. Staff are vigilant in ensuring every young person's voice is heard and to this end access the services of an independent advocate to speak on behalf of the young person.

Young people are aware of how to complain and are confident that they will be listened to. A small number of complaints have been raised and these have been dealt with to the satisfaction of the complainant.

Young people's needs are set out in their care plan with guidance in place showing how these needs are to be met. Keyworkers produce a detailed report for the statutory child care review demonstrating the young people's progress.

Although young people arrive at the home with poor educational attendance, staff are vigilant in trying to secure appropriate education for them. Schools have high regard for the efforts of the staff team: one school representative reported, 'It has been a very refreshing experience for us to work with a staffing body who have shown such diligence to their role in supporting their young person's education'. Young people enjoy a range of activities: for example, playing football and basketball. They go to the gym or use facilities within the home: some go shopping and enjoy having their hair and nails done. However, their main leisure activity is to 'hang out' with their friends. For some young people this is a new experience, having leisure time to spend as they wish. The home is very receptive in encouraging the young people to bring friends back to the home.

Young people's needs are addressed by accessing a range of services to help meet their specific needs. For example, the youth offending service supports young people with their offending behaviours; staff liaise with the children and adolescent mental

health service for guidance in managing some of the complex emotional needs young people present; and advocacy services help young people to have their views heard.

Young people's personal identity is acknowledged and supported. Specific services are accessed to support young people on issues relating to their cultures.

Young people enjoy living in this homely environment. There is ample space for group living and young people are encouraged to personalise their bedrooms. Young people like the location saying that they feel it is much better than their home towns.

Keeping children and young people safe adequate

Safeguarding was judged as adequate because recruitment processes are not robust to ensure the suitability of employees. For example, there is no evidence that criminal convictions have been explored or references verified and in sufficient detail to ensure suitability. This has the potential for unsuitable people to have access to the young people.

Notwithstanding young people feel safe. One reported, 'I don't run away because I feel safe here, I am not frightened'. An independent reviewing officer stated, 'I consider that (name) is safe at (name of home) and his welfare is promoted.' The incidence of the young people going missing is minimal and the only incident occurred during a home visit. However, there are protocols for staff to follow in the event of a young person going missing or failing to return to the home.

Young people are confident in the knowledge that they always have someone that they can talk to. They consider that staff treat them fairly and they have been helped to self-regulate their behaviour. Restraints are infrequent, used only to prevent situations escalating, with the minimum of force used. These are recorded appropriately.

Young people are safeguarded by staff's awareness of their vulnerabilities. There are no child sexual exploitation concerns and there is no bullying in the home. The home has effective links with the local safeguarding boards where pertinent information is shared as necessary. Young people are further protected by staff's understanding of their responsibility to challenge poor practice and know what action they must take in the event of an allegation.

Young people are protected by all health and safety checks being carried out regularly. This includes fire evacuation drills, to ensure everybody knows what action to take in the event of a fire.

Leadership and management adequate

The Registered Manager who is also the Responsible Individual is appropriately qualified, having a Diploma in Social Work and management qualifications. She has been the Registered Manager since the home opened nearly four years ago. She leads a committed staff team who are very child centred and provide nurturing care to the young people.

Requirements raised at the last inspection have been addressed. A Statement of Purpose has been forwarded to the regulator, Ofsted. The Registered Manager monitors the restraint records and duty rosters to make sure that there is a qualified member of staff on duty at all times. Young people have the opportunity to discuss their views following a restraint. New members of staff have an induction in line with the Children's Workforce Development standards and are enrolled on the level 3 Diploma within six-months of joining the home. Young people's placement plans contain all relevant information regarding their health needs.

The Registered Manager is striving to improve the service offered to young people and a development plan is in place. Proposed developments include improving the environment; to enhance the training of all staff including developing a senior role; and to further develop placement plans. The Statement of Purpose is a comprehensive document informing interested parties what the home has to offer.

Although the Regulation 33 visitor undertakes a detailed monitoring of the home and its records, she had not identified that medication was not administered as prescribed. She does not speak to young people or their parents each month. This does not ensure that their views on the quality of the care provided are recorded. The Registered Manager also failed to pick up the medication issue as part of her Schedule 6 monitoring.

The home employs a sufficient number of staff. However, a third of the staff have yet to attain the level 3 Diploma. Although two staff have enrolled on this qualification and it is planned that, on successful completion of the induction standards, the remaining member of staff will commence it. Staff do have good training opportunities. For example, they have recently attended behaviour management, physical intervention and attachment and resilience training: there are plans for the team to have restorative justice, eating disorders and drug awareness training. This will ensure that young people are cared for by staff who have the necessary qualifications and knowledge. The staff also link in with the local authority safeguarding board.

Some errors were found in young people's records. This does not ensure that young people will have a good understanding of their time spent at the home.

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.