

Inspection report for children's home

Unique reference number	SC424351
Inspector	Caroline Brailsford
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Nottingham City Council
Registered person address	Nottingham City Council, Loxley House Station Street NOTTINGHAM NG2 3NG
Responsible individual	Kay Sylvia Sutt
Registered manager	Matthew Robert Lewis
Date of last inspection	10/06/2014

Inspection date	27/01/2015
Previous inspection	good
Enforcement action since last inspection	There has been no enforcement activity since the last inspection.

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **declined in effectiveness**.

This home has declined in effectiveness as five requirements have been made at this inspection. These shortfalls relate to promptness of safeguarding referrals being made; recording of complaints and allegations; notifications to Ofsted and appropriate staff training.

At the last full inspection in June 2013, there was one requirement made in relation to ensuring that evidence of proof of identification is kept on staff files. This has been met, ensuring that staff are suitable to work with young people in the home. One recommendation was also made at the last inspection about lone working, as this had not been properly risk assessed. There is now a risk assessment in place that reduces risk and that staff understand well, should they be in a situation where they are working alone.

There has been a period of time where the Registered Manager was on leave from June to December 2014. Management arrangements were put in place by the organisation that came into effect from August 2014, when an interim manager was appointed. However, the period leading up to this was not effective in ensuring that the home continued to improve and provide good outcomes for young people. This resulted in the home declining in its effectiveness for a period of time from June to August. The Registered manager has now returned from leave and provides clear leadership. He is also supported by senior staff that are also effective in their role; some of whom are newly appointed.

Safeguarding issues have not been consistently passed to the placing authority in a timely manner for their consideration. One allegation made in July was not referred on the same day and staff did not contact their senior manager to ensure management oversight of the issue. In addition, records do not provide a clear

account of actions taken as a result of the incident. Monitoring processes in the home did not pick up this shortfall and a notification was not made to Ofsted in line with Regulations.

Complaints records were not routinely kept and therefore it cannot be fully established how young people were supported following complaints; how the complaint was managed and what the outcome was. Despite this, it is clear that management are proactive about hearing young people's complaints, ensuring that they have their say. For example, at a recent independent visit to the home organised by the Local Authority, some young people complained to the independent visitor. The Responsible Individual came to see the young people the following day to try to resolve their issues, showing that young people's views are taken very seriously.

Training records show that staff are trained in such matters as safeguarding and behaviour management, helping to protect young people and to promote their safety. Some staff are not up-to-date with their first aid training and there is not always a first aider on shift. This does not protect young people's health or safety, should they have an accident.

Young people are making some good progress since the last inspection in various aspects of their lives. For example, all young people are achieving well in their education due to better attendance. One recently admitted young person reported that he is particularly happy that staff have been able to find him an appropriate education provision, despite this being a problem for him prior to coming to this home.

Transitions out of the home are well planned and young people are very well prepared. Their achievements are celebrated and the staff ensure that they settle in well in their new placement before gradually withdrawing their support. This ensures that young people are well supported with their transition and that the ending of the placement is as positive as possible. In addition, when young people move in, the transition is managed at a pace that is right for them, with their views being accounted for at the centre. Staff make sure that young people understand the reason for the placement and a lot of personal support is arranged both during the transition and in the first days and weeks. One young person said 'it's nice here, I have settled in quickly'.

Staff are extremely committed to young people and speak very highly of them. They provide a very caring and nurturing approach which suits the young people's needs well. They understand young people's specific needs very well and the positive relationships help young people to explore their feelings and develop in their emotional wellbeing. For example, there are regular key working sessions and more informal support, which is tailored around young people's specific needs, difficulties and safety issues. This supports young people well and teaches them about safety issues, such as the impact of their behaviour on others. This then impacts positively

on their overall progress.

Information about this children's home

The home is registered to provide care and accommodation for up to two children who may have emotional and behavioural difficulties. The home is owned by the local authority.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
10/06/2014	Full	good
21/01/2014	Interim	good progress
09/04/2013	Full	adequate
08/01/2013	Interim	good progress

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
16 (2001)	Ensure the prompt referral to the local authority in whose area the home is situated of any allegation of abuse or neglect affecting any child accommodated in the home (Regulation 16,2(b))	20/02/2015
16 (2001)	ensure that written records are kept of any allegation of abuse or neglect, and of the action taken in response (Regulation 16,2(d))	20/02/2015
30 (2001)	ensure that if any events listed in column 1 of the table in Schedule 5 takes place the Registered Person shall, without delay notify the persons indicated in column 2 of the table (Regulation 30, Schedule 5)	20/02/2015
20 (2001)	ensure that at all times, at least one person on duty at the children's home has a first aid qualification (Regulation 20,2(e))	20/02/2015

24 (2001)	ensure that a written record is made of any complaint, the action taken in response and the outcome of the investigation. (Regulation 24,5)	20/02/2015
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What inspection judgements mean

At the interim inspections we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

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.