

Inspection report for children's home

Unique reference number	SC424897
Inspection date	31/05/2012
Inspector	Stephen Halliley
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	12/10/2011
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Service information

Brief description of the service

This children's home is privately owned and provides placements for children on behalf of local authorities. The home is registered to provide care and accommodation for up to four children of either gender who have emotional and behavioural difficulties.

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 **good** progress.

This home was inspected in October 2011 and judged as good with one requirement and two recommendations being made.

Since this time the Registered Manager and staff team have continued to move the home forward in terms of quality of care and outcomes for young people in all areas. The requirement and recommendations from the last inspection have also been met.

There has been one notification made since the last inspection and this was received within the anticipated timescales and was thorough and accurate.

In terms of the manager delegating effectively in order to promote effective monitoring and record keeping procedures this has been addressed in a number of ways. The organisation has brought in a four-way management meeting which involves the Registered Manager, Responsible Individual, Business Manager and Care Manager. This allows them to look at record keeping, delegation of tasks, Schedule 6

monitoring, care plans, moving forward, safe care and supervision and split these tasks between them. They have also begun to give advanced practitioners some supervision duties and greater responsibility for daily record keeping and monitoring. By developing talent from within, giving more senior staff the requisite skills to go into management and delegating responsibility, newer staff realise who they can go to for support, the levels of support available and successfully shares the workload.

With regard to regular monitoring of all records kept in the home, this home has now been in operation for 10 months and all records and monitoring reports show that this is being carried out in line with regulations and reports are being sent through to Ofsted within the set timescales.

In terms of moving the home forward since the last inspection there has been a big increase in the number of young people being accommodated. This has risen from two to four and is soon to go up to five. This has presented challenges for the managers in terms of bedding in a new staff team and settling in a difficult group of very needy young people.

There have been tremendous improvements made in outcomes for these young people, especially in terms of educational attendance and achievement, and social skills and interactions. There are very clear care plans and placement plans in place which the young people have been involved in setting up. They are all actively involved in meetings which relate to their care and are all aware of the long term plans for their future. Consultation with young people is a key focus of work in this home and has involved such areas as menu planning, decoration of the home, purchasing musical instruments and setting up very interesting and varied activity plans.

There have been 39 restraints since the last inspection but this is due, in large part, to settling a group of very emotionally damaged young people into a new setting. Each of these restraints is accurately and clearly recorded but not all entries are clear that the young person was given the opportunity to discuss the restraint after it had taken place. Additionally monitoring does not always identify areas where staff may not be fully adhering to the policies and procedures within the home. There are a number of times when medication has not been given but no reason for this has been recorded on file. While the Registered Manager has already picked up on this and sent an email to all staff reminding them of their responsibilities, further omissions have occurred since this time.

Staff receive regular supervision from suitably qualified and experienced staff but the records of this do not include the duration of each supervision session held.

As the home has developed and increased in size there have been a number of changes which are not reflected in the Statement of Purpose. This includes ensuring the updated document refers to current National Minimum Standards and that there is consistency when referring to the number of young people to be accommodated in the home. The children's guide is an individualised document given to young people shortly before they arrive in the home. This is also outdated and does not inform

young people how they can contact their Independent Reviewing Officer and the Children's Rights Director.

This home provides a high quality service to young people and has supported them in making great strides educationally, in improving their social skills and interactions and in developing trusting relationships with adults, often for the first time. Young people appear relaxed around staff and are very clear that they are well looked after and kept safe.

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
5 (2001)	keep under review and where appropriate revise the statement of purpose, this is with regard to ensuring it refers to current National Minimum Standards and there is consistency in reference to the number of young people to be accommodated (Regulation 5(a))	30/06/2012
17B (2001)	ensure that with 24 hours of the use of any measure of control, restraint or discipline in a children's home, a written record is made in a volume kept for this purpose which shall include confirmation that the person authorised to do so by the registered provider to make the record has spoken to the child concerned about the use of the measure. (Regulation 17B (3)(h))	30/06/2012

Recommendations

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

- ensure that the guide includes a summary of what the home sets out to do for children, how they can find out their rights, how a child can contact their Independent Reviewing Officer, the Children's Rights Director, Ofsted if they wish to raise a concern with inspectors, and how to secure access to an independent advocate (NMS 13.5)
- ensure a written or electronic record is kept by the home detailing the time, and date and length of each supervision held for each member of staff, including the registered person (NMS 19.5)
- ensure management of the home ensures all staff's work is consistent with these

regulations, NMS and the home's policies and procedures. This is specifically with regard to recording why prescribed medication has not been given. (NMS 21.3)

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)*.