

Inspection report for children's home

Unique reference number	SC457132
Inspection date	22/01/2014
Inspector	Janice Hawtin
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	14/08/2013
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Service information

Brief description of the service

This children's home is part of a national provider and is situated on the outskirts of a small town. The home offers care and accommodation for one child with emotional and/or 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 **inadequate progress**.

At the full inspection in August 2013, the overall rating was judged to be good. One requirement and six recommendations were made to further improve the quality and standards of care. The home has failed to fully address several recommendations; this has resulted in a judgement of inadequate progress.

The previous requirement has now been fully met and doors are effective in offering a barrier to prevent the spread of fire in the home. This repair took some four months to complete, falling outside Ofsted's expected timescale to address issues which may affect safety. Other areas of the home still remain in need of repair, decorating and refurbishment. This distracts from what is otherwise a homely and personalised environment.

The Statement of Purpose has recently been updated by the manager. It does not contain all the information required in regulation and is also, in part, misleading and unclear. Consequently it does not offer accurate information to parents, placing authorities or young people. This fundamental document has been published

following approval within the larger organisation, demonstrating a lack of proof reading and proper oversight.

Records continue to be complicated and the systems for monitoring these are ineffective in identifying shortfalls. Local authority care plans are not included in young people's case files and the quality of the home's own plans do not compensate for these omissions. Planning documents have not been updated following review meetings. Other information and records which should be kept in case files to support the care provided to young people and inform practice are also missing.

The manager has made some attempts to improve staff rotas. Previous records did not differentiate between staff on call and that on duty at the home; these issues have now been resolved. However the changes needed to provide accurate records of staff duty rotas and actual rotas worked are not yet complete.

No attempts have been made to collect or support young people to keep records of significant events or appropriate memorabilia so that they have a history of their time in this home. This recommendation has been repeated.

Young people approaching adulthood, who were very concerned about moving on from the home, have now made successful transitions to other placements. Records evidence that their wishes and feelings have been taken into and they felt that moving on was in their best interests. This practice contributes to ensuring the success of placements and avoiding anxiety for young people.

Access to the internet is restricted and doesn't allow young people to use sites commonly used by peers, such as social networking sites. There is an anomaly in young people being able to access these sites on mobile phones where staff do not have the same opportunities for proper oversight and guidance to ensure safe use. The internet connection is also slow often making it difficult to use.

Despite the shortfalls identified and a lack of attention to previous recommendations young people continue to thrive in this environment. Historically and to date the home enables young people to make exceptional progress often from very difficult starting points. Staff provide an environment which nurtures young people and a quality of care that is not complicated by peer pressure, negative influence or the competing needs of other young people. Consequently young people develop attachments to the staff, this contributes to their progress in social, emotional and behavioural skills development.

Young confirm that they get on with all the staff and feel safe in this home where they are valued and their achievements are recognised and rewarded.

The home continues to avoid the use of any form of physical intervention to manage difficult behaviour; this preserves the dignity and emotional well-being of young people.

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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
4 (2001)	compile in relation to the children's home a written statement (in these Regulations referred to as 'the statement of purpose') which shall consist of a statement as to the matters listed in Schedule 1 (Regulation 4(1))	28/02/2014
28 (2001)	maintain in respect of each child the information, documents and records specified in Schedule 3. (Regulation 28(1)(a))	28/02/2014
9 (2001)	ensure that the home is managed with sufficient care, competence and skill. In particular provided proper oversight and approval of the homes Statement of Purpose before publication (Regulation 9 (1))	28/02/2014
29 (2001)	maintain in the children's home the records specified in Schedule 4 and ensure they are kept up to date. In particular a copy of the staff duty roster of person working at the children's home, and a record of the actual rosters worked (Regulation 29 (1))	28/02/2014
31 (2001)	ensure that all parts of the children's home used by children are kept clean, reasonable decorated and maintained. (Regulation 3 1(2) (d)&(e))	28/02/2014

Recommendations

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

- support young people to keep appropriate memorabilia of their time in the placement, including a record of significant life events (NMS 22.6)

- encourage young people to take appropriate risks as part of growing up. Young people are helped to understand how to keep themselves safe when using the internet or social media. (NMS 4.4)

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*.