SC464762

Registered provider: Walsall Metropolitan Borough Council

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

This local authority short-breaks service provides short periods of residential care for up to six young people who have physical and/or learning disabilities.

The manager was registered with Ofsted in April 2013 and is suitably qualified and experienced.

Inspection dates: 8 to 9 October 2018

Overall experiences and progress of children and young people, taking into account	**good**
How well children and young people are helped and protected	good
The effectiveness of leaders and managers	requires improvement to be good

The children's home provides effective services that meet the requirements for good.

Date of last inspection: 20 November 2017

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
20/11/2017	Full	Good
23/03/2017	Interim	Sustained effectiveness
28/11/2016	Full	Good
09/03/2016	Interim	Sustained effectiveness

What does the children's home need to do to improve?

Statutory requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The children's views, wishes and feelings standard is that children receive care from staff who— develop positive relationships with them; engage with them; and take their views, wishes and feelings into account in relation to matters affecting the children's care and welfare and their lives. In particular, the standard in paragraph (1) requires the registered person to— ensure that staff— help each child to express views, wishes and feelings; help each child to understand how the child's views, wishes and feelings have been taken into account and give the child reasons for decisions in relation to the child; regularly consult children, and seek their feedback, about the quality of the home's care. (Regulation 7 (1)(a)(b)(c)(2)(a)(ii)(iii)(iv))	03/12/2018
The leadership and management standard is that the registered person enables, inspires and leads a culture in relation to the children's home that— In particular, the standard in paragraph (1) requires the registered person to— ensure that staff have the experience, qualifications and skills to meet the needs of each child. (Regulation 13 (1)(2)(c))	03/12/2018
In order to complete a quality of care review the registered	03/12/2018

person must establish and maintain a system for monitoring, reviewing and evaluating the feedback and opinions of children about the children's home, its facilities and the quality of care they receive in it. The system referred to in paragraph (2) must provide for ascertaining and considering the opinions of children, their parents, placing authorities and staff. (Regulation 45 (2)(b)(5))	

Recommendations

- The registered person must have systems in place so that all staff receive supervision of their practice from an appropriately qualified and experienced professional, which allows them to reflect on their practice and the needs of the children assigned to their care. ('Guide to the children's homes regulations including the quality standards', page 61, paragraph 13.2)
  This specifically relates to supervision arrangements for waking night care staff.

Inspection judgements

Overall experiences and progress of children and young people: good

Young people have trusting and safe relationships with staff who know them well. Staff provide young people with warmth and attention that reassure them during their stays. This means that young people enjoy their short breaks.

Staff know each young person exceptionally well. Staff make sure that each young person feels welcome. Bedrooms are personalised with toys and the young people's favourite bedding in preparation for their stays. Young people feel valued and well cared for during their short breaks.

Staff help young people to use and develop their own methods of communication. However, it is unclear how young people's views are followed up by staff.

Staff ensure that individual placement plans have realistic achievement targets for young people. For instance, one young person is being encouraged to use cutlery to eat meals, and another has learned to dress themselves.

Relationships between staff and parents are strong. Staff provide reassurance and practical advice to parents or carers.

Managers and staff have developed strong working relationships with social workers, healthcare professionals and teachers. The managers and staff are particularly good at sharing information that enables good decisions to be made for the benefit of young people.

How well children and young people are helped and protected: good

Staff understand the risks and vulnerabilities of young people who have complex needs and disabilities. Risk management plans reflect these risks accurately.

Staff manage challenging behaviour with patience and understanding. Behaviour management plans are effective. These plans set out the triggers to challenging behaviour and the actions that staff should take. As a result, physical intervention is rare.

Since the last inspection, there have been no complaints from young people, parents or professionals.

There have been no significant safeguarding incidents. Staff understand how to safeguard young people and are confident about how to follow child protection procedures.

The home environment is very well maintained, safe and secure. The home's location risk assessment is completed to a high standard. The manager receives regular neighbourhood alerts from a local community app which he uses to update staff to inform activity planning. This ensures that young people are kept safe.

The effectiveness of leaders and managers: requires improvement to be good

An experienced, knowledgeable and qualified registered manager leads this service. He is assisted by an experienced care manager.

Since the last inspection there has been significant improvement in the regularity and quality of staff supervision, which helps staff to reflect on their practice and the progress of young people. All staff now have annual performance appraisals. However, gaps in supervision remain for some waking night care staff.

Staffing is stable. All staff are appropriately qualified to a level 3 in residential childcare. The registered manager ensures that all staff stay up to date with mandatory training. However, staff have not had the opportunity to develop their skills and knowledge to meet the specific needs of current young people receiving short breaks. For example, staff have not received training to increase their understanding of self-harming or to develop their understanding of autistic spectrum disorder. In addition, although staff have refreshed their manual handling training online, their practical lifting skills have not been reassessed. This leaves both young people and staff vulnerable to injury.

The registered manager has completed a review of the quality of care that the home provides. He is aware of the strengths and weaknesses of the service and can demonstrate areas where improvement has taken place. However, he has failed to ensure that views of children, parents and other stakeholders are considered. This shortfall, identified at the last inspection, continues to limit the development of the service and the effectiveness of the registered manager.

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and young people and their families. In addition, the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people whom it is trying to help, protect and look after.

Using the 'Social care common inspection framework', this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with the Children's Homes (England) Regulations 2015 and the 'Guide to the children's homes regulations including the quality standards'.

Children's home details

Unique reference number: SC464762

Provision sub-type: Children's home

Registered provider: Walsall Metropolitan Borough Council

Registered provider address: Civic Centre, Darwall Street, Walsall WS1 1TP

Responsible individual: Angela Edwards

Registered manager: Glen Jones

Inspector

Anne Daly, social care inspector

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