

Children's homes - interim inspection

Inspection date	23/03/2016
Unique reference number	SC483662
Type of inspection	Interim
Provision subtype	Children's home
Registered person	CareTech Community Services Limited
Registered person address	5th Floor, Metropolitan House, 3 Darkes Lane, POTTERS BAR, Hertfordshire, EN6 1AG

Responsible individual	Mark O'Donnell
Registered manager	Rebecca Quinn
Inspector	Mary Timms

Inspection date	23/03/2016
Previous inspection judgement	Requires improvement
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection This home was judged Requires improvement at the full inspection. At this interim inspection, Ofsted judge that it has improved effectiveness. The registered manager has worked with external managers within the organisation to push forward required service improvements. The team now benefits from the addition of a permanent deputy manager, providing an improved management structure since the last inspection. Shift planning has been strengthened to ensure that a senior member of staff is always on duty. These changes, alongside the experience gained by staff since the home opened means that staff are confident and understand their roles and responsibilities. Progress has been made with staff training. The registered manager and deputy manager are both appropriately qualified. While care staff have not yet achieved the required level 3 qualification, several are expected to complete this imminently. The broad range of appropriate short course training provided to staff ensures that they understand how best to care for children and young people. Management oversight of complaints and notifiable events has improved in response to requirements set on the last inspection. Strengthened management monitoring has resulted in improvements to individual files. The staff team have reviewed each file and have taken action to obtain previously missing documents. This means that information necessary to inform effective care planning is available. The registered manager has taken additional steps to obtain required documentation when initial requests to placing teams were not responded to. This shows that the registered manager understands her responsibilities to ensure that regulatory requirements are met. Children and young people are protected by the improvements made to the medication administration system. A health professional has undertaken an audit and worked with the registered manager to strengthen the arrangements to store and administer medication. Staff have attended additional training and the records kept in relation to medication are improved. Involved professionals and parents hold a positive view of the service. Comments	

from parents include, 'They have been brilliant, they are meeting all of his (young person) needs, I am very happy'. Comments also confirm that children and young people look forward to their short break stay. Professionals reflect confidence in the leadership and management. Comments confirm that joint working is effective and note 'staff are competent and understand individual needs'.

Independence, personal progress and new opportunities are each promoted. The introduction of behavioural targets and goals for independence structures focused work to support individual needs. The registered manager is planning to evaluate the effectiveness of the work undertaken with each child. This additional step helps to identify necessary adjustments to care in order to ensure that each child reaches their potential and concerning behaviours reduce. In discussion a parent reflects on the positive progress her child has made. 'He has become a lot more independent and feeds himself more, he is also much more involved in his personal routines'. A range of interesting and personalised activities are promoted. For example, a young person's interest in visiting the cinema is supported. Another young person particularly enjoys swimming. Parents value the routine of staff contacting them prior to each short break to discuss and plan possible activities.

No requirements against regulation or recommendations have been made as a result of this inspection.

Information about this children's home

This privately owned short break service is registered to provide care and accommodation for up to six children and young people with learning disabilities and/or physical disabilities.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
21/07/2015	CH - Full	Requires improvement

What the inspection judgements mean

At the interim inspection 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

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, 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 who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This 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 Children's Homes (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*.

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