

Inspection report for children's home

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<b>Inspection date</b>	23 June 2009
<b>Inspector</b>	John Chivers
<b>Type of Inspection</b>	Key

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<b>Date of last inspection</b>	20 January 2009
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## 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.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

## The inspection judgements and what they mean

Outstanding:	this aspect of the provision is of exceptionally high quality
Good:	this aspect of the provision is strong
Satisfactory:	this aspect of the provision is sound
Inadequate:	this aspect of the provision is not good enough

## **Service information**

### **Brief description of the service**

The Home is located on the outskirts of town and only a short distance from local facilities and amenities. The home is managed by a 'none profit' organisation, which is a registered charity and was set up in response to the needs of local families and the local community.

The home provides a respite service for children with learning difficulties and children with other complex needs. The home is registered to accommodate three children overnight and also provides day care places, and is a base for a youth group which operates on a fortnightly basis. This group does not operate when children are in residence. The home provides a homely, highly supportive and caring service for the children.

### **Summary**

The inspection was a 'key' inspection and unannounced. All of the National Minimum 'key' Standards in the sections being healthy, staying safe, enjoying and achieving. Positive contribution, economic wellbeing and organisation were assessed on this occasion. There were no actions or recommendations set at the last inspection and no actions or recommendations are made as a result of this inspection. The home is organised and managed to a high standard and affords an equal standard of care and support to the resident young people, having full regard for equal opportunities and equality and diversity issues throughout its operation.

The overall quality rating is outstanding.

This is an overview of what the inspector found during the inspection.

### **Improvements since the last inspection**

There were no actions or recommendations to follow up as a result of the last inspection.

### **Helping children to be healthy**

The provision is outstanding.

The home has full regard for health and medical matters concerning the young people and ensures these areas are monitored and reviewed as appropriate. Staff receive substantial training in a range of health and medical related areas and other specialist procedures. The home's menu ensures that young people have a healthy and balanced diet and provides supervised opportunities for young people to shop for provisions and assist in the preparation of meals.

The home's menu provides for a balanced, nutritious and varied diet, having full regard for any specialist, medical, cultural, religious and preferential diets. A number of young people have specialist feeding needs and staff are trained in the administration of such feeding procedures. The home liaises with a dietician and other health care professionals regarding any special diets. Young people assist in shopping for provisions on a daily basis and help prepare meals under staff supervision and having regard for each young person's individual risk assessment in this area. The kitchen area is of a domestic size and well equipped. Provisions are safely and correctly stored and refrigerator and freezer temperatures are taken and recorded. Standards of cleanliness and hygiene in the kitchen area are high. Staff are trained in food hygiene. The home's latest food hygiene report from the local Environmental Health Department comment on the home's high standards and made no requirements or recommendations. Young people are observed to enjoy meals and snacks provided.

The home has a range of health and medical related policies and procedures which are reviewed and updated on a regular basis. Young people retain the services of their own doctor; however a local general practice is available to the young people in case of emergencies. Any visits to the doctor and other health related professionals are clearly recorded. Health care histories are held in young people's individual profiles which also evidence other health and medical care details and monitoring. Signed parental consent forms are available regarding medication administration and other clinical procedures.

Young people's medication administration records are diligently maintained and show no gaps in recording. Young people have individual risk assessments regarding medication administration. Medication is securely held in a locked metal cabinet within a locked cupboard which also has provision for the safe storage of controlled drugs. Old or discarded medication is returned to parents or the local pharmacy for disposal. Staff receive a substantial amount of training regarding health and medical care. An external clinical nurse specialist provides some training and visits the home for about four hours a week.

### **Protecting children from harm or neglect and helping them stay safe**

The provision is outstanding.

The home has a policy and procedure regarding privacy and confidentiality of which all staff are aware and sign a confidentiality clause as part of the staff code of conduct. Young people have lockable wardrobes in which to keep any valued and treasured possession and a telephone is available for their use. The home is intending to provide a telephone system with a visual link in order that young people may see to whom they are communicating. Young people have regular contact with their parents and sufficient private space is provided where they can receive appropriate visitors. Confidential records and information are securely held in locked cabinets and drawers within a locked office. Toilet and bathing facilities are well equipped and afford privacy, though some young people may need supervision and assistance when using such facilities. Nevertheless young people are treated with dignity and respect when receiving assistance.

The home has a comprehensive complaints procedure and a detailed and informative pictorial version is held for the young people. The young people and staff are also preparing a 'DVD' which will incorporate information on complaints, anti bullying and staying safe. Staff receive training regarding complaints at induction and the procedures are reinforced periodically at staff team meetings. The home's complaints book is available and shows that no complaints have been received over the last three years. The home has a 'happy file' which lists many letters of praise and total satisfaction of the home's service from parents. Young people expressed no complaints nor indicated any concerns during the inspection and appeared settled and content in their environment. The high quality service provided helps to ensure that parents and others have no cause for complaint or concern regarding their young people's care and support.

The home's child protection procedure and staff whistle blowing policy are available and the home also holds the County Council Multi Agency Safeguarding procedures. All staff receive training in child protection at induction and all staff are further trained in safeguarding via the County Council Multi Agency Safeguarding training course. Young people learn about aspects of personal safety via their individual school's curriculum and this is reinforced by staff during young people's period of residence at the home. Young people receive very close supervision

which may be on a one to basis or two to one basis if necessary. The manager said there are no current child protection or safeguarding issues at the home.

The home has an anti bullying policy and procedure and a charter of young people's rights. Anti bullying information is also displayed around the home. Children and young people's help and advice lines are also displayed and staff check the help lines periodically to see if they remain functional. Staff are alert to such issues and the manager said there are no current bullying issues in the home. No bullying or intimidating behaviour among the young people is evident. The homely, caring and supportive atmosphere coupled with the close supervision arrangements help reduce the likelihood of bullying occurring. The home has a missing persons policy and procedure, though no young people have ever absconded from the home.

The home has a policy and procedure regarding behaviour management and behaviour support. The home follows a recognised and approved behaviour management programme "Positive Range of Options to Avoid Crisis and use Therapy Strategies for Crisis Intervention" 'SKIP'. All staff receive training in behaviour management and refresher courses on this topic are held annually. Part time staff also attend behaviour management training. The home operates a star and reward system, though young people's behaviour is primarily managed by staff via excellent working relationships. Young people respond very well to staff inputs in this area and no issues regarding behaviour management and control are evident. Staff are committed to the young people and interact and engage with them using specialist communication method such as 'Makaton' if appropriate. Many parents comment positively regarding the high standard of support, care and supervision afforded to the young people. Young people's behaviour is closely monitored and recorded on their individual care plans. The home's sanction book shows that no sanctions have been administered since the last inspection and the home makes every effort not to sanction young people using disapproval, diversion and prevention as effective measures of control. The home's restraint book is available and shows that only one incident of physical intervention has been used in the same period.

The home has a health and safety policy and the health and safety 'law' poster is prominently displayed. Health and safety checks are carried out on an ongoing basis and are further discussed at staff team meetings. All staff attend fire awareness training and are subject to a fire safety quiz following attendance. The home has a fire policy in place and fire instruction notices are displayed. There is a current fire risk assessment and senior staff attend training in fire risk assessment. Fire evacuation drills and fire alarm tests are held on a regular basis and current servicing of the home's fire fighting equipment and systems is in evident. The home also has current utility safety test certificates. There are a wide range of generic risk assessments which are monitored and reviewed regularly. Accidents are recorded consistent with the requirements of the Data Protection Act. Standards of cleanliness and hygiene are high throughout and no safety hazards are evident in the areas of the premises accessed.

The home has a recruitment policy and procedure and an equality and diversity policy which also incorporate equal opportunities in its recruitment process. The home's staff recruitment arrangements have previously evidenced as robust and sound and as no new staff have been appointed since the last inspection, staff personnel files are not revisited on this occasion. The home's recruitment and vetting procedures help ensure that only suitable staff are employed to look after the young people.

## Helping children achieve well and enjoy what they do

The provision is outstanding.

The home provides an excellent level of care and support and has full regard for young people's education and learning and many communications from parents bear testimony to the high quality service the home provides.

Key workers meet with their allocated young people on an ongoing basis and provide a high level of care and support in terms covering the holistic needs of young people. Key workers are knowledgeable regarding young people's disabilities and special needs and work with them in a committed and professional way. Key workers are responsible for liaising with schools that young people attend, parents, social workers and other professionals. Key workers maintain young people's individual 'profiles' (care plans) to a high standard and ensure that these are monitored and reviewed effectively. Young people have access to an independent person and external professionals as appropriate. There is substantial evidence of parents' satisfaction and praise of the services, inputs and excellent quality of care by letters received from them which are held in the home's 'happy file'. One comment states 'Congratulations to everyone of you on receiving your Ofsted 'outstanding' award. Lovely to receive but we already knew how outstanding you are. That's why we can leave our precious loved ones with you with such peace of mind'.

Young people attend special education and are closely supported by staff regarding their education and learning during their periods of respite care at the home. There is good provision of education and learning materials at the home including books, games, play equipment, sensory room and art and craft activities. Key workers liaise with schools that young people attend and communication books are held by young people where comments on progress and issues are entered by both teachers and care staff at the beginning and end of each day. Statements of special educational needs, individual education plans and copies of school reports are held on young people's individual files. Theme nights on other cultures and religions are held periodically.

## Helping children make a positive contribution

The provision is outstanding.

Detailed written care plans are in place which are monitored and reviewed by staff on a regular basis. The home's admissions and transition processes help ensure that only appropriate referrals are accepted and trained in life skills in order to assist them in later life. Young people are appropriately consulted about their wishes and needs.

Young people have written care plans 'profiles' which are diligently maintained by staff and have been highlighted previously above. Statutory and internal reviews are held within the prescribed time scales and copies of review reports are held on young people's individual files. Key workers prepare the home's contribution to review reports which are detailed and informative. Young people have the opportunity to attend their reviews and can make a verbal or pictorial contribution if they wish to do so. Any contact that young people have with their parents or significant others is clearly recorded.

The home has clear admissions criteria and has a five stage admissions process including meetings with parents, young people, social workers, short day visits and overnight trial stays. The sound admissions criteria and process helps ensure that only appropriate referrals are accepted and

that all young people are within the home's remit in terms of providing care and support. Young people are not normally prepared for 'leaving care', however some are subject to school transition programmes and the home runs independence and life skills training for older and more able young people.

Young people are regularly consulted about day to day matters that affect them and their views and opinions sought via a range of communication forums including 'Makaton' and pictorial images. Young people also have a 'wish list' in which to express their preferences and likes and dislikes. Young people sometimes prepare and issue the home with a certificate award for helping them which is kept in the home's 'happy file'.

## **Achieving economic wellbeing**

The provision is outstanding.

Transition and independence life skills training programmes are in place regarding appropriate young people and have been detailed previously. Pocket money, personal requisites and clothing are supplied by parents; however the home will supply such items in case of emergencies.

The home provides adequate private and communal space for the young people and a secure garden area is available for play and exploration. The home is decorated and furnished to a high standard, is child centred and appropriate with many pictures and posters displayed and is well maintained by staff. Young people's bedrooms are decorated and furnished to an equal standard. The home also has a sensory room. Toilet and bathing facilities are well equipped and afford privacy. Standards of cleanliness and hygiene are high throughout and no safety hazards are evident in the areas of the premises accessed. Despite the current high physical standards in the home, the home is nevertheless scheduled to be refurbished in the near future.

## **Organisation**

The organisation is outstanding.

The promotion of equality and diversity is outstanding with the home having full regard for informing young people in these areas. The home is managed to an excellent standard and affords an equal standard of care and support to the resident young people.

The home has a detailed and comprehensive statement of purpose which is reviewed annually and accurately describes the facilities and service provided. In addition there is an excellent pictorial Young people's guide and a new DVD on the home is currently being developed by staff and young people.

The home's staff duty roster is available and gives a clear account of staff on duty and duty times worked. There is a high staffing level sufficient to provide one to one care and two to one when necessary. The staff team includes those from ethnic minority backgrounds, though currently all staff are female. There is a supervision policy and supervision agreements are in place. Staff supervision is arranged on a tier basis and a supervision time table is available. Staff receive regular supervision and copies of supervision notes are held. Staff are formally appraised annually. One member of staff in addition to the manager holds the National Vocational Qualification at level 4 and another two members of staff are due to complete the level 4 training in the coming months. Six of the home's staff hold the National Vocational Qualification at level 3, five are currently undertaking the level 3 training and a further two staff are due to commence such training shortly. There are also qualified nurses on the staff team. The staff

have substantial experience of working with young people with disabilities and the combination of their skills, experience and competences are sufficient to meet the needs of the young people and enable the home to achieve its aims and objectives. Staff work with the young people in a committed and professional way and afford them an excellent standard of care and support. There is a high level of staff communication and full staff team meetings are held monthly with written minutes of meetings available. There is an active staff training programme which staff confirm in discussion and is evidenced via training records. Staff said the home is supportive at enabling training for them and are supportive of the home's management and ethos. New staff receive induction training and all staff have written job descriptions. Staff also confirm that the home has full regard for equal opportunity and equality and diversity issues and that no discriminatory attitudes or practices exist within the service.

The manager or designated senior staff monitor the home's records on a monthly basis and audit forms for this activity are available. 'Thank You' comments received from many parents also act as a sound and informative quality assurance mechanism. Regulation 33 (monthly) visits occur unannounced and reports on the visits show a sound level of monitoring and scrutiny of the home's conduct. Young people's individual files are organised and maintained to a high standard and hold all required information. The home has an annual development plan for the period November 2008 - November 2009 and a current insurance liability certificate is held.

## **What must be done to secure future improvement?**

### **Statutory requirements**

This section sets out the actions, which must be taken so that the registered person meets the Care Standards Act 2000, The Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
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### **Recommendations**

There are no recommendations.