

Inspection report for children's home

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Inspection date	10/05/2011
Inspector	Malcolm Stannard / Linda Christie
Type of inspection	Interim
Provision subtype	Secure Unit

Date of last inspection	08/12/2010
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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 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)*.

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.

Service information

Brief description of the service

The centre is operated by a voluntary organisation, registered as a secure children's home and is approved by the Secretary of State to provide secure care and accommodation.

The centre can accommodate 12 young people of either gender in two purpose built living units. The centre accommodates young people whose behaviour has placed them or others at risk. Education is provided on site and external professionals offer support for young people's physical and emotional health needs. Facilities include outdoor exercise areas and a sports hall.

Progress

Since their previous inspection the service is judged to be making **inadequate** progress.

At the last inspection in December 2010, the overall quality rating for the centre was judged to be good. While the quality of care provided for young people remains good, not all requirements and recommendations made at the last inspection have been met.

Two requirements and three recommendations had previously been made, of these one requirement and two recommendations have been addressed fully.

Managers at the centre were required to ensure that windows and en suite facilities in young people's bedrooms were suitable for use. The en suite facilities in all of the young people's bedrooms have been refurbished and are of good quality. Bedroom windows have also been replaced and all except one were found to be clear and undamaged or scratched. The marked window is planned for replacement when the young person who occupies the room leaves the centre. Every effort is being made to provide young people with a homely and comfortable living environment. The centre does experience damage but there is a process in place to repair and replace broken and damaged items. The requirement has been met.

A second requirement was made that accurate records of measures of control were maintained. There has been increased monitoring of all single separation, restraint and sanction records by the registered manager. However, despite this auditing identifying gaps in recordings, the omissions continue to occur in all of the records. This means that the records do not always provide an accurate and detailed account of events. As a result the requirement has not been met and is repeated.

It was recommended that follow up action taken when a young person indicates that

they were unhappy about something is recorded. The increased monitoring of all records has enabled any comments made by young people to be evaluated and further steps to be taken when necessary. This includes offering the young person the opportunity to make a formal complaint. A written record is held when this occurs. Young people spoken with said that they know how to complain if they wished to but that this was not usually necessary, as staff respond to their requests. This ensures that young people know their concerns and comments are taken seriously. This recommendation has been met.

Managers were asked to ensure that records demonstrate how young people who were bullied are supported. Bullying logs have now been introduced on both living units. These enable full recording to be made of any action plan put in place and how this has supported young people. All work undertaken is now able to be documented and the impact and outcome for young people is evidenced. This recommendation has been met.

A further recommendation was made to ensure that young people fully understood the emergency evacuation procedures for the unit including those for use at night. All staff at the centre have recently undertaken refresher safety and security training which included details on emergency evacuation of the centre. This information and training has not however been translated into awareness training with young people, who told inspectors they remained unclear about procedures and which staff would be around to assist them. This does not ensure the welfare of young people in an emergency evacuation situation. The recommendation has not been met and is repeated.

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
17B (2001)	The registered person must ensure that within 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 the purpose. In particular, all areas of information required must be recorded. (Regulation 17B(3)(4))	01/07/2011

Recommendations

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

- ensure that the emergency evacuation procedures for the centre are known by all young people and that they have undertaken practices so that they know what to do in an emergency. (NMS 10.9)