

Inspection report for Children's Home

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Inspector	Malcolm Stannard / Andrew Hewston
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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 outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

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 centre is set on a large secure site and comprises living accommodation, administration areas, education and recreational facilities. The centre is approved by the Department for Education to provide accommodation which restricts the liberty of young people.

The centre is registered to enable up to 36 young males to be accommodated and provided with care and education in one of the four residential houses available. At the time of inspection 24 young people were resident at the centre.

Summary

The overall quality rating is good.

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

This was an unannounced interim inspection to monitor progress against recommendations made at last inspection in September 2010. All of the key standards in the staying safe outcome were also looked at during this visit. No other every child matters outcomes were inspected.

The management of young people's behaviour and communication links with child protection services continue to improve. Areas for development are self- medication guidance and care staff medication awareness training.

Improvements since the last inspection

At the last inspection in September 2010, six recommendations were made, three of these related to formal education at the centre. Progress against these recommendations was not assessed on this visit as education was not inspected.

Of the three remaining recommendations one has been fully addressed. Managers were asked to review the range of recording systems at the centre, primarily related to behaviour management. A comprehensive recording template has now been introduced. This enables information to be collated concisely and a complete incident record to be available on one form reducing previous duplication. The new process has enhanced the opportunity for practice evaluation and development.. This recommendation is met.

The centre's management has not fully addressed the recommendation relating to the competence and confidence of all staff in the administration of medication. Some staff continue to express a reluctance about administering medication due to this not being part of their designated role. Senior staff completed training a number of years ago and a refresher is necessary. Discussions have taken place between an external

trainer and a centre nurse regarding the provision of an appropriate training package. This recommendation has not been met and is repeated.

A further recommendation was made to consider enhancing the self- medication policy. A full range of medication is still not covered by the policy. Current practice therefore limits a young person's ability to develop responsibility for, and experience in, managing the range of their medication. This recommendation has not been met and is repeated.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

The privacy and dignity of young people are respected while still having regard to the safety and security requirements of the centre. Curtains are used to cover windows in bedroom doors and staff announce their arrival prior to entering a young person's room. Locked cabinets situated in offices are used to store all confidential information.

Young people are aware of how to make a complaint if they are unhappy within the centre and are confident that these will be resolved if brought forward. Complaints forms are freely available within each of the living units. The centre's staff respond appropriately if a concern is raised, outcomes of investigations are shared with the young people and recording completed with staff and young people signing off the forms. Evidence was seen of prompt response to complaints. Independent advocates regularly visit the centre and young people are able to raise any concerns with them.

Safeguarding practice at the centre protect young people's welfare. Child protection procedures and policies are in place which are well known and implemented by the staff team. All staff complete safeguarding training as a part of their induction to the unit and refresher training is provided. Good relationships are in place with the Local Safeguarding Children Board and referrals are made where appropriate. Advice is sought regularly from child protection services on concerns regarding the safety of young people following specific incidents. Reported child protection issues are forwarded to the necessary departments through the notification system and fully recorded within the centre. The CCTV system has recently undergone major enhancement and development with the addition of a large number of cameras. This further assists the protection of the young people, staff and visitors at the centre.

Staff respond to bullying effectively and in line with the countering bullying policy which is made known to young people. Incidents of bullying are addressed through both the young people's informal complaints system and key worker discussions. Any

incidents are linked to the behaviour management and incentive system to ensure that young people see negative behaviours are responded to by staff.

Young people are encouraged to display positive behaviour by staff who promote the incentive scheme that is in place. Young people understand the scheme and are able to gain rewards for sustained positive behaviour.

Sanctions are used extremely sparingly in the centre. Restoration and reparation, including the opportunity for young people to reflect upon the consequences of their behaviour, is used effectively by staff.

All staff are trained in the use of restraint techniques and receive regular refresher training. A restraint minimisation policy is in place and guidance on behaviour management is available to all staff. There is an ethos that promotes the increased use of diversion and diffusion techniques and enhanced positive behaviour management training is planned for all staff to take place later in the year. There has been a clear reduction in the use of restraint at the centre over the last three months. This should be considered alongside the reduction in the numbers of young people accommodated; however there is an obvious commitment by managers to reduce the number of incidents which result in restraint. The number of separations of young people from the group has also decreased during this period. The system for recording behaviour management events has been reviewed. A template is now available which enables clearer recordings to be made and prevents some of the previous duplication.

A review panel has been convened which will meet monthly to consider incidents and behaviour management practice at the centre. The panel includes members of external agencies, including the local authority designated officer. This method of review enhances the transparency of practice at the centre.

Health and safety matters at the centre are addressed robustly. Comprehensive risk assessments are in place and staff are made aware of their responsibilities. Fire prevention is addressed with equipment checks and drills been undertaken on a regular basis. Service and maintenance contracts are in place for all electrical and gas equipment and installations. Procedures and guidance for staff are available in the event of a young person been absent without authority.

The vetting of staff members, which is carried out prior to employment was not able to be assessed, on this visit. There have been no care staff appointed since the last inspection. Visitors to the centre are required to produce identification and do not undertake unmonitored contact with young people.

Helping children achieve well and enjoy what they do

The provision is not judged.

Helping children make a positive contribution

The provision is not judged.

Achieving economic wellbeing

The provision is not judged.

Organisation

The organisation is not judged.

What must be done to secure future improvement?

Recommendations

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

- develop further the home's medication policy to enable young people, when assessed as safe, to take responsibility to self administer their own medication (NMS 13)
- ensure staff are competent in administering medication and feel confident to undertake this task. (NMS 13)