

## Inspection report for Children's Home

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<b>Inspector</b>	Lucy Ansell
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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 home is a large detached property set in countryside on the outskirts of the nearest town, where young people can access all public transport and main-line stations. It is set in its own grounds with a large grassed area for ball games and an area set to gardens. The home is currently registered for five children with emotional and behavioural difficulties. The home has an activity and school block, a large lounge/dining area and sufficient space for five bedrooms and a large bathroom.

### **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 and three young people were present at the time of the inspection. The focus of the inspection was to look at staying safe and organisation, and assess whether the overall outcomes had changed for these two areas. The previous actions and recommendations were also looked at to see if they had been met. All other judgements remain the same as the last inspection report if not fully inspected. A range of activities and time with staff provide opportunities for young people to learn skills which will help them work towards independence and leaving care. Staff are well trained and good processes are in place to keep young people safe. Good monitoring and quality assurance is now in place and further ensures the welfare of the young people. The overall quality rating has now changed to good.

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

The home had four actions from the last inspection, which have all been met to a good standard to further ensure the safety and welfare of the young people. The home had to ensure any medication administered and recorded was by competent designated staff. Since the last visit they have an on rota senior who takes responsibility daily for medication; they hold the keys, administer medication and sign the sheets. The home has also switched over to the Boots medication system and all senior staff have been trained and assessed by the pharmacist for competency.

The home was also asked to ensure full and satisfactory information was available in relation to all aspects of recruitment. A specific administration staff member has now taken responsibility for this and has included all checks into this role. This will help to further safeguard the young people.

The home was asked to ensure the placement plan sets out clearly the assessed needs and the objectives of the placement and how these are to be met. The staff team have worked hard to update all the placement plans with clear objectives and

to demonstrate who will have responsibility for meeting these targets and supporting the young people.

The home was asked to ensure children receive the care and services they need from competent staff. Training for all staff is up to date, and the management team is ensuring key working sessions and placement plans are up to date and comprehensive supervision is happening regularly.

The home also had five recommendations which have all been met bar one which has been repeated. The young people all have individual health plans, which are excellent and clearly laid out with robust use of health information. There is a new complaints process whereby a copy of the complaint and the findings is photocopied and given to young people to ensure they are clear on the outcome. The home was asked to ensure restraints and sanctions record how effective they were in reducing the behaviour, this has only been partly met so has been repeated so the evidence in the log books is very clear.

The young people spoken to knew the content of their overall care plan and placement plans and felt they were involved in the process of updating the plans of care.

During the inspection visit it was clear much work had been completed on the monitoring and quality assurance on all paperwork and it continues to be a priority along side good quality care.

### **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.

Staff implement clear procedural guidance which serves to protect and promote the privacy and confidentiality of the young people. Routine daily practice ensures that written information is securely stored and shared appropriately. Young people confirm their privacy is respected and this includes enjoying telephone contact with family and friends in private.

Young people know how to make representations and complaints and are actively encouraged to do so through a variety of ways. Written records detail the nature of the investigation process and outcome; young people are encouraged to comment at the end of the process.

Young people can be assured of being well protected against possible sources of harm and abuse. All staff receive regular, ongoing safeguarding training and

implement the home's clear procedures in practice. Staff are vigilant in their approach to safeguarding and report concerns swiftly and are clear on the whistle blowing procedure.

The same robust approach applies to countering bullying which remains an issue in this house. Staff are proactive in the first instance through ongoing discussions with the young people and high staffing levels compliment this. Those spoken with confirm that incidents of 'arguing and fighting' are quickly and effectively dealt with. Individual risk assessments and behaviour management plans are in place and followed by the staff.

In the event of a young person being missing, staff deploy clear procedures to secure the individual's safe return. Staff spoken with are confident that they understand the guidance, which is modified and tailored in accordance with each young person's individual needs.

Staff are keen to promote positive behaviour and conduct through good role modelling and the use of rewards. Where unacceptable behaviour is exhibited, guidance is in place with regards to the use of permissible sanctions and the guidance on the use of approved physical restraint techniques is equally clear. Staff receive accredited training on this. However, written records of such interventions being deployed are not always clear in recording how effective they were in reducing the behaviour. Staff are observed to interact positively with the young people, opting to use diffusing and de-escalation techniques as their preferred option.

The home, including its additional school building and garden provides good levels of safety and security for the young people. Generic risk assessments cover all of the required areas and these are subject to regular review and amendment. Routine health and safety checks further ensure that safety and security is promoted.

Fire safety within the home is taken very seriously and the required routine checks and servicing of equipment is undertaken regularly.

Recruitment practices serve to protect young people. Staff do not commence with their employment until all of the required checks have been satisfactorily returned. Personnel files are in good order and contain all the required information. Visitors to the home are closely monitored, with their identity and the purpose of their visit clearly verified before gaining entry.

### **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 good.

The promotion of equality and diversity is good. Young people are respected and their own unique needs are integral to the home's care planning processes. There is a good gender mix of staff and a flexible training programme ensures the team receives appropriate support and guidance to continue to meet the young people's specific needs.

The Statement of Purpose and children's guide describes the level of service provided by the home and contains all the required information. The information remains current and is frequently updated.

Supervision processes for staff are being held regularly and this impacts positively upon service provision. New staff are suitably inducted and are supervised within the prescribed timescales. A rolling programme of training covers all of the core, mandatory subjects and the company provides additional training as required.

Adequate numbers of staff cover each shift comprising of experienced, senior and junior members. The number of staff on duty at any given time ensures the young people's activities and needs of the services are effectively provided for. There is a clear out of hours on call system, whereby senior managers can respond to incidences without delay.

Regular monitoring and quality assurance checks are now being implemented in accordance with the national minimum standards and regulations. The resulting regulation 33 reports are very detailed and clearly refer to areas of good practice and those requiring development and improvement. The home takes these findings seriously and initiates improvement actions swiftly, in the best interests of the young people.

Care files for young people are securely held. They hold clear details of their presenting needs and are generally well maintained and updated to accurately reflect the changing needs of those young people currently in placement.

## **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):

- ensure restraints and sanctions record how effective they were in reducing the behaviour (NMS 22.9)