

## Inspection report for Children's Home

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<b>Inspection date</b>	15/03/2011
<b>Inspector</b>	Liz Daniels
<b>Type of inspection</b>	Random

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<b>Date of last inspection</b>	07/12/2010
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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.

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**

This children's home is registered to provide care and accommodation for up to 18 children and young people. The home accommodates children and young people for 52 weeks of the year and also provides respite/short breaks during the week, at weekends, and during school holidays.

Accommodation is divided into five separate self-contained units. Two units are used as a permanent home for children and young people between the ages of five and 17. One unit is for respite/short breaks. Two units are a permanent home for young people between the ages of 18 and 25.

The home provides a large garden at the rear of the property with a play area, a small vegetable garden and an area for sitting and eating outdoors when weather permits. There is also a large indoor swimming pool. Currently a new activity centre is being built which will include changing and shower facilities for the pool, a new sensory room, cinema room and meeting space for families.

All of the children and young people were at the setting for all or part of the inspection and observations of their interactions with staff contributed to the findings of this inspection.

## **Summary**

The overall quality rating is good.

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

This unannounced interim inspection was the second visit to the setting for the year April 2010 to March 2011. The service was judged as good at the key inspection, undertaken in December 2010. The aim of this inspection was to inspect those standards that ensure children and young people are safe. The visit was facilitated by the manager and provided the opportunity to meet with children, young people and staff.

Good arrangements continue, to keep children and young people safe. Staff recognise that many are vulnerable and are diligent in ensuring they are protected. Meeting each child or young person's needs is an integral part of how the home runs and staff are keen to enable them to achieve their full potential. Good quality assurance processes ensure the provision is being very well monitored.

However, the records for restraints do not always include the detail required by regulation. In addition, some staff have not had fire training for sometime, nor have there been fire drills throughout the 24 hour period. This raises the risk that children and young people may not be fully supported in the event of a fire.

## **Improvements since the last inspection**

No recommendations or actions were set at the last inspection.

## **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 respect children and young people's privacy and sensitive information about them is confidentially managed. There are clear guidelines for staff to follow; they ensure a correct balance between allowing a child or young person to spend time alone while making sure they are safe if unsupervised. Staff know how each child or young person prefers to be assisted with their personal care and ensure that their privacy, dignity and safety are promoted and protected. Good sized bedrooms and bathrooms provide space for personal care and a mixed staff team enables sensitivity to gender issues.

Staff are alert to signs that children and young people may be concerned or unhappy and use a variety of communication methods to explore their anxiety. Their concerns are taken seriously and acted upon. Each child and young person has a family member or responsible adult who can advocate for them. Similarly, complaints by parents and adults involved with the home are followed through well. Good records show that staff are responsive and the complainant is kept informed. Complaints are monitored as part of the home's quality assurance.

The home's procedures are aimed at promoting children and young people's welfare and protecting them from abuse. Sound recruitment procedures require that all staff have an enhanced Criminal Records Bureau disclosure before employment, to protect children and young people. New staff learn about child protection as part of their induction programme and regular comprehensive updates are then arranged by the home's training department. However, some staff have not had training for several years; this presents the risk that they are not familiar with the safeguarding framework for keeping children and young people safe. The home has the local safeguarding procedures for staff to reference and the manager is 'on-call' for the setting out of hours, to provide support and guidance for staff if they have safeguarding concerns. She then liaises with other professionals and refers concerns appropriately.

The cognitive disabilities of many of the children and young people accommodated mean that they do not fully understand bullying as a concept. Staff who work in the home are aware of the group dynamics, as well as which triggers can lead to

behaviour that causes distress or conflict between children and young people. Close supervision and good support ensures that incidents are kept to a minimum. Similarly, as staff are very alert to the vulnerability of the children and young people, the risk of them becoming absent without permission is minimal.

Staff guide children and young people as to what is socially acceptable behaviour and discourage them when their behaviour is inappropriate. Good staffing ratios and facilities often enable them to manage children and young people's behaviour through distraction and de-escalation techniques. Staff confirm they only use physical intervention to prevent harm to an individual or avoid significant damage to property. There are comprehensive incident reports of events and bound books with numbered pages for each house to record any restraints. However, some entries in the logs do not contain all the information required by regulation.

Staff undertake risk assessments for the premises and activities young people undertake. Additionally, individual risk assessments are completed on young people; these balance their behaviour, their susceptibility to falls or accidents and their potential vulnerability, in situations such as swimming, bathing and eating.

The required gas and electricity servicing is undertaken and the home has appropriate public liability insurance. Positive steps are taken to protect against the risk of fire and other hazards. All the required checks of fire equipment continue. Staff also undertake regular fire drills. However, these are always during the day and therefore do not confirm the effectiveness of the fire plan throughout the 24 hour period. In addition, some of the staff have not had fire training within the last year. This with the lack of evening or night-time drills raises the risk that staff may not fully support children and young people, to keep them safe, if they have to be evacuated in an emergency.

Visitors to the home are well vetted and good recruitment processes are undertaken to protect children and young people. Visitors and contractors are required to show evidence of identification, to sign the visitors' book and are supervised while on site. When staff are being recruited, all the necessary information is received prior to employment and the required checks are made, to protect children and 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?

### 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 Provider(s) must comply with the given timescales.

Std.	Action	Due date
22	maintain an accurate and up-to-date record of measures of control used, as set out in Regulation 17 (Regulation 17)	13/04/2011
26	make arrangements for all staff to receive training in fire prevention and ensure by means of fire drills, particularly at night, that staff are aware of the procedure to be followed. (Regulation 32(d)(e))	08/04/2011

### Recommendations

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

- ensure there is training for all staff regarding child protection, it is included in induction programmes for new staff, including temporary or agency staff, and is ongoing for the staff group. (NMS 17.8)