

Inspection report for children's home

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<b>Inspection date</b>	04/07/2011
<b>Inspector</b>	Sarah Oldham
<b>Type of inspection</b>	Full
<b>Provision subtype</b>	Children's home

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<b>Date of last inspection</b>	21/01/2011
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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 main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the *Inspections of children's homes – framework for inspection* (March 2011) and the evaluation schedule for children's homes.

### The inspection judgements and what they mean

**Outstanding:** a service that significantly exceeds minimum requirements

**Good:** a service that exceeds minimum requirements

**Satisfactory:** a service that only meets minimum requirements

**Inadequate:** a service that does not meet minimum requirements

## Service information

### Brief description of the service

This home is registered to provide care and accommodation for up to six children and young people of either gender, aged from four years to 17 years old. The home accommodates children and young people with physical disabilities and complex health needs.

The property is a single-storey building attached to a day nursery provision. It is situated in a residential area close to local amenities. The home provides children and young people with individual bedrooms, a communal lounge with dining area, bathrooms that are suitably adapted and a kitchen. The staff office is based in a room that is situated off the lounge. There is an enclosed garden area to the front of the home.

### Overall effectiveness

The overall effectiveness is judged to be **outstanding**.

Children and young people are supported with all aspects of care in a positive, nurturing environment. Detailed care plans are in place for all children and young people. This enables staff to have an excellent understanding of their individual needs. The staff team are experienced and have undertaken training to ensure that they have the necessary skills to care for the children and young people's complex health needs. There is excellent communication from staff at the home to schools, health, social workers and parents regarding how children and young people are progressing and achieving positive outcomes.

There is a strong commitment to delivering equality and diversity in practice. Staff recognise children and young people as individuals with different needs, abilities, backgrounds, interests and views. They ensure that children and young people receive an individual service designed to meet their personal needs. Staff value the rights of individuals to be different and promote respect and dignity.

Social workers and parents who have responded to Ofsted for information about this service state that they value this service and say 'its all good', that staff 'provide a high level of support', and 'its excellent'. Children and young people's views are clearly documented and staff use various communication techniques, such as gesture, language, picture and print to obtain children and young people's view about their care.

### 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.

<b>Reg.</b>	<b>Requirement</b>	<b>Due date</b>
24 (2001)	ensure if any events listed in column 1 of the table in Schedule 5 takes place, the registered person shall without delay notify the persons indicated in respect of the event in column 2 of the table. (Regulation 30 (1))	30/07/2011

## Recommendations

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

- ensure that the home supports the young person's transition to adult services, when required by the care plan. (NMS 12.4)

## **Outcomes for children and young people**

Outcomes for children and young people are **outstanding**.

The outcomes for the children and young people living at the home are exceptional. All children and young people benefit from individual support, care and guidance. The young people who receive a service have a range of complex health care needs. Staff have appropriate training and experience in supporting children and young people with complex health care needs. This ensures that children and young people have their health care needs effectively met. It enables them to have the opportunity to live in a residential home rather than remain within a hospital environment. Planning for the transition into adult services is promoted. However, there is sometimes a delay in transition onto adult services. The manager and staff at the home endeavour to ensure plans are in place but the delays can impact on the young person due to a lack of clarity with regards their future.

All children and young people are supported to maintain contact with parents. Staff support contact effectively by ensuring that transport is available and that any restriction to contact are clearly known. Parents responding to surveys were pleased with the support that they received with contact arrangements.

Most children and young people attend education. Staff at the home have developed excellent links with schools and colleges and ensure that they support the children and young people to achieve positive educational outcomes. Staff attend education reviews, parents evenings and liaise with teaching staff to enable them to effectively support the children and young people. All the children and young people have a statement of special educational needs and a copy of these are maintained on individual care files. All of these are current and reflect the support provided to the children and young people. Staff from the home work closely with the schools with regards communication methods to ensure that the preferred communication method is used within the home. This promotes consistency for children and young people, enabling them to develop communication methods where they can clearly express their wishes and views. Where a young person is no longer in education, the staff at the home have developed a structured activities plan that enables young people to continue to develop skills and experiences for moving onto adult services.

Health care needs of children and young people are positively promoted and all children and young people are registered with a doctor, dentist and optician within the local community. In addition, their complex health care needs are supported by staff at the home who have received appropriate training. Detailed risk assessments with regards health care support are in place and kept under review. Comprehensive health care plans are in place for all children and young people and record all aspects of health needs. Medication is stored securely and staff responsible for the administration of medication have received appropriate training and guidance. Medication records are maintained and are clearly recorded. This ensures that children and young people are appropriately supported and safeguarded with their medication.

Children and young people are supported to access the local community to take part in a range of activities. Examples of this include attending a dance club, youth club and shopping. An activities co-ordinator also arranges, in consultation with the children and young people, a range of activities for individual children or young

people. This takes into account their likes, dislikes and interests and helps to promote their self worth and confidence.

### **Quality of care**

The quality of the care is **outstanding**.

The home is registered to provide care for children and young people with learning disabilities and complex health care needs. Some of the children and young people are supported at the home on a respite basis. Wherever possible, prior to moving in, children and young people are able to have a number of introductory visits. This enables them to have a suitable understanding of where they will be living or staying and to meet staff and other children and young people already at the home.

Children, young people and staff have excellent relationships. Staff use a variety of communication methods to enable individualised communication. This includes verbal, pictorial and signs and gestures. Staff work alongside other professionals in developing appropriate communication for the children and young people. This ensures a consistency for the children and young people and enables effective communication. This gives the children and young people excellent opportunities to express their own thoughts and ideas.

Detailed placement plans are in place and these provide clear details of individual needs, including identity, religious and cultural needs. Placement plans are working documents that are kept under review and updated to reflect current needs. The children and young people are involved in their placement plans, as are family, placing social workers and education. This ensures continuity of care and support and the involvement all professionals involved in supporting the children and young people.

Comprehensive risk assessments are in place and cover all aspects of daily living, including health care needs. This ensures that the safety and well-being of the children and young people is supported and promoted at all times. The complaints procedure is in an accessible format and included within the children's guide. Independent advocates are accessed to enable children and young people to express their wishes and views clearly.

The home is appropriate in size and design to enable full access for all children and young people. There is ample room in the home to enable staff to support individual children and young people appropriately. All children and young people have their own bedrooms. These are personalised to reflect individuality and specific needs.

### **Safeguarding children and young people**

The service is **outstanding** at keeping children and young people safe and feeling safe.



Outstanding systems are in place to safeguard and protect young people. Staff receive regular training to update their knowledge and have a full understanding of safeguarding policies, procedures and actions they should take if an incident arises. Thorough risk assessments are completed for each young person. These are reviewed very regularly by the manager and staff team to help ensure that they remain effective in helping to protect young people. There have been no incidents of bullying and staff are aware of the importance in ensuring that young people are not bullied or discriminated against.

The manager and staff have completed comprehensive information and risk assessments for each young person. This includes risk assessments that take into account a young person's potential to go missing and their vulnerability should they do so. There have been no incidents of young people missing from the home. Young people are able to have visitors to the home and staff are aware of the importance of ensuring that all visitors are known and identification is sought, therefore safeguarding the young people who live there.

Clear support plans are in place regarding supporting young people with their individual behaviours. Sanctions are not used and physical intervention is only used in the event of a young person being at risk of harm. There have been no physical interventions undertaken.

Young people benefit from a permanent, experienced and stable staff team. Appropriate recruitment policies and procedures are in place and details of suitable checks, showing that staff are re-checked every three years, are available on site.

Comprehensive risk assessments are in place regarding individuals and the premises. This ensures that the safety and well-being of the young people remains at the forefront of all practice. Service contracts for fire, gas and electrical equipment are in place. Young people participate in regular fire drills and staff are aware of the individual support required for each young person during the evacuation process. Regular checks are taking place to the fire alarm, smoke detectors and emergency lighting systems.

## **Leadership and management**

The leadership and management of the children's home are **outstanding**.

The manager has the necessary skills, experience, qualification and understanding of the needs of the children and young people to ensure that a clear vision of how the home operates is known and responded to positively by all staff. Staff are supportive of the management team and work closely with them to promote positive outcomes for the children and young people. Excellent links have been made with parents, placing social workers, schools and health professionals to ensure that the needs of the children and young people are consistently supported. The home operates in accordance with the Statement of Purpose and this document is made available to all interested parties.

The internal monitoring of the unit is outstanding with a comprehensive monitoring report being completed monthly. The report not only reviews the home's own performance, but identifies areas for continued improvement. Regular, external monitoring of the unit is taking place and covers the required areas, which includes contact and discussion with the children and young people. The views of parents, placing social workers and other interested parties are gained. Responses to questionnaires regarding the service identify that communication between the staff and home is excellent. There is a complaints procedure in place and complaints are addressed appropriately. However, a recent notification was not made to Ofsted as required by the Children's Homes (Amendment) Regulations 2011, although it was appropriately addressed and the safety of the children and young people promoted.

Staff members have appropriate qualifications and there is a comprehensive on-going training programme in place for all staff. Particular emphasis is placed on the training to support children and young people with complex health care needs. Staff attend training delivered by health care professionals regarding specific health needs for individual children or young people. This ensures that the staff skills are updated on a regular basis to enable them to provide appropriate levels of care and support to the children and young people living at the home.

The manager understands the strengths of the home and areas where it could perform better. A written team plan is in place, which details the areas for improvement. The home has an excellent record in compliance and has responded positively to inspection. At the previous inspection there were no requirements or recommendations made.

Children and young people live in a home where staff provide excellent levels of care and support. This benefits the children and young people as they gain skills and knowledge, within their own individual abilities, to prepare them for adulthood.

Equality and diversity practice is **outstanding**.