

Inspection report for children's home

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| Unique reference number | SC033362 |
| Inspection date | 07/09/2011 |
| Inspector | Gwen Buckley |
| Type of inspection | Interim |
| Provision subtype | Secure Unit |

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| Date of last inspection | 07/04/2011 |
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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 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

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| 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

This is a registered children's home approved by the Secretary of State to provide secure accommodation and care for girls and young women from 10 to 17 years of age. The home can accommodate 16 young women whose behaviour has placed them or others at risk.

The home comprises four individual living units with formal education provided on site.

Progress

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

At the last inspection in April 2011, the overall effectiveness quality rating for the home was judged to be satisfactory. The requirement and eight of the nine recommendations made at the last inspection have been met. Significant developments have taken place at the home since the time of the last inspection. There is a clear development plan in place, which includes the recruitment and training of staff in order to increase the number of young women the home can safely accommodate. This plan has been drawn up with the support of the local authority and includes the introduction of a governance board to oversee and support the home and Registered Manager. The present Registered Manager is seconded from an open unit and has been at the home since April 2011. Arrangements are in place for this to continue for a further three months.

Managers at the home were required to prepare and implement a written behaviour management policy. A new behaviour management policy is in place that relates to the measures of control, restraint and discipline which may be used in the home and how appropriate behaviour is to be promoted. This brings together what were previously a number of separate areas of practice, recognising they all impact on behaviour management. Some of the areas considered within the behaviour management policy are: daily routines; a need for consistent boundaries; points system; assessing and managing complex challenging behaviour or events young people find distressing. This requirement has been met.

A recommendation was made suggesting the manager ensure the meals provided at the home offer a suitable balanced nutritious diet. The menu has been assessed as suitable for young women by a nutritionist and a seasonal menu is now planned to ensure a variety of suitable meals will be offered throughout the year. This recommendation has been met.

The previous inspection found there was insufficient support given to staff in

managing their responses and feelings arising from working with young women with complex needs and challenging behaviours. A new system is in place to ensure staff are offered support following incidents and restraints. Arrangements are also made to provide further ongoing support to staff, if required, through meeting managers, support in supervision sessions, and discussion with the visiting consultant psychologist and psychiatrist in their weekly staff meetings. This recommendation has been met.

A recommendation was made to ensure the home promotes the safety of young women. This specifically related to the risk posed by bathroom taps that were not anti-ligature in design. New press button type taps have been fitted to baths ensuring the potential risk to young women is reduced. This recommendation has been met. As a result the previously unused baths are being used by young women as an alternative to their en-suite showers.

It was recommended that managers ensure the home provides a comfortable environment. This related to the young people being assisted to personalise their bedrooms safely. Young women confirm staff now provide them with materials to display their pictures and posters in their rooms. Staff are exploring with young women how they can express themselves without defacing their bedrooms. This recommendation has been met.

A recommendation to provide staff with regular supervision was made. This recommendation has been met. The frequency of staff supervision has greatly improved since the last inspection and all staff now have regular supervision. A specific group of staff previously not receiving supervision for almost two years have regular supervision from the Registered Manager.

The manager was asked to provide all young women with the opportunity to read and add a permanent comment to records of any periods of separation from the group. New books have been designed in which to record single separation. New procedures have also been developed to enable young people to see single separations records that relate to them, record their views and store these electronically. These books are now available in the home, although they have not as yet been used in practice. Staff training on the new procedures is planned within the month to enable the system to be implemented. Although this recommendation has not been fully met, satisfactory progress has been made.

A recommendation was made to ensure young women receive care that promotes all aspects of their individual identity. A review of all the young women's needs at the home took place and care plans were updated. This was followed by a review of the current assessment and recording process and the development of a new assessment and care planning system. Care staff have developed a new care plan template to record individual care planning needs and allow regular updates to be made. The new process starts at the time each young woman is admitted. This involves consultation with young women and includes details of actions agreed with them, highlighting the roles and responsibilities of different staff to address any identified need. The new care plan format includes a specific area for staff to

consider a young woman's culture, history and identity which addresses the recommendation at the last inspection. The implementation of the new care planning system is ongoing. Two care plans in the new format have been completed and to ensure consistency of practice in using the new care planning system, staff training is planned to take place using these as exemplars. This training is planned over a three week period following the inspection.

A recommendation to improve attendance at school was made. School attendance has improved. For the three terms prior to the last inspection the average attendance was 64% and for the same period following the inspection the average attendance had risen to 84%. An action plan to improve this further is in place which involves areas for both care and education staff to work on individually or together. The monitoring of attendance in school is very detailed and effective showing improved attendance therefore meeting the recommendation. An analysis of the data provided enables the head of education to take specific action to improve attendance.

A recommendation was made related to elements of work based learning in the school. Two new national awards have been introduced that recognise the specific interests of young women accommodated. These relate to horse and stable management and hair and beauty. Effective arrangements are made to provide young women work experience that meets their specific interests and individual plans for future work such as working in a local stable. Plans for a new vocational building within the secure perimeter have been drawn up and funding is being sought from the Department for Education. This recommendation has been met.

Areas for improvement