

## Inspection report for children's home

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<b>Unique reference number</b>	SC001452
<b>Inspection date</b>	03/11/2011
<b>Inspector</b>	Fiona Parker
<b>Type of inspection</b>	Interim
<b>Provision subtype</b>	Children's home

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<b>Date of last inspection</b>	22/06/2011
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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

<b>Good progress</b>	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.
<b>Satisfactory progress</b>	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.
<b>Inadequate progress</b>	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 privately owned children's home. The home is registered to provide care and accommodation for up to eight children and young people of either gender between the ages of eight years and 17 years. The home aims to support children and young people with emotional and behavioural difficulties. There is a separate on-site building which is utilised to provide home tuition with the services of a qualified teacher. The organisation intends to register the education provision with the Department for Education.

### Progress

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

This home is currently judged as satisfactory, however the home has made inadequate progress as judged at this interim inspection. There is some progress on the previous requirements and recommendations which demonstrates some capacity to improve; Ofsted has now received appropriate notification of the appointment of a manager and staff say they are able to review and reflect on young people's needs in team meetings and supervision sessions. Access to recruitment records is not available to assess compliance with this requirement. A satisfactory development plan is not available resulting in this recommendation being reinstated. A further five requirements and five recommendations result from this interim inspection, some of which impact on young people's outcomes.

Young people's outcomes have been affected by instability in the home and a high level of incidences resulting in staff requiring the support of police to manage behaviours and, at times, to maintain control. This has resulted in young people leaving the home both with and without planning. Young people do not consistently value the relationships with all staff members and, at times, select how they wish to engage or target staff members. Measures to divert negative attention have not been successfully implemented to prevent escalating incidences and high levels of damage. Relevant parties are appropriately informed of incidences.

Staffing levels do not always sufficiently meet the needs of the young people as outlined in their plans, for example, plans state three members of staff to undertake interventions when only two staff are working. At times, agency workers or new workers are the second member of staff on shift. In addition, methods of control such as turning off electricity in bedrooms are inappropriately applied for reasons other than risk factors. Sanctions are reasonable; however it is not clear how young people invest in the effectiveness of sanctions, as their views and signatures are not in records. Overall young people are not sufficiently supported to develop socially

acceptable behaviours. This does not assure young people's welfare at all times. Staff absences through injury and allegations have further impacted on the consistency of the staff team and staff morale in general. An acting manager is employed; however Ofsted has not received an application to register a manager as required by regulation. This delay maintains the period of uncertainty about arrangements in the home. The Statement of Purpose outlines the aims and objectives, however this does not sufficiently inform interested parties of the range of emotional and behavioural needs the home is equipped to manage and support. Independent visits have not assessed whether behaviour is effectively addressed as part of visits to monitor and improve practice. Reports to satisfy effective management arrangements have not been forwarded as good practice to Ofsted.

Some measures have been appropriately undertaken to address the difficulties, such as the responsible individual making a decision to postpone any further placements of young people. This has resulted in some recent stability for two young people and reduced the pressure on staffing levels. An extensive repair and redecoration programme is well underway which will significantly improve the appearance of the home. Young people have been involved and consulted about choosing colours and personalising their bedrooms. Young people are rightly proud of their bedrooms and the improved areas of the home. Young people report they get on with each other and things are 'OK'. The services of a psychologist are underway to support staff with strategies for meeting complex needs. Training on recognised strategies to manage challenging behaviours is complete with further safeguarding training arranged imminently, this is an opportunity for staff to update their skills.

## Areas for improvementStatutory 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.

Reg.	Requirement	Due date
11 (2001)	ensure the children's home is conducted so as to promote and make proper provision for the welfare of the children accommodated there. In particular make sure the strategies outlined to promote welfare in care plans are appropriate, and can be implemented (Regulation 11 (1) (a))	25/11/2011
17 (2001)	ensure no measure of control or discipline is excessive, unreasonable or contrary to paragraph (2) shall be used at any time. In particular that methods of control such as switching off electricity are not part of managing behaviour (Regulation 17 (1))	25/11/2011
25 (2001)	ensure at all times, having regard to the size of the children's home, the Statement of Purpose, and the number and needs of the children accommodated, a sufficient number of suitably qualified, competent and experienced persons working at the children's home (Regulation 25 (1) (a))	25/11/2011

4 (2001)	compile in relation to the children's home a statement of purpose which consists of the matters listed in Schedule 1. In particular that the range of needs the home is intended to meet are clearly outlined (Regulation 4 (1))	25/11/2011
8 (2001)	make sure a person does not manage a children's home unless he is fit to do so. In particular that a person appointed as manager forwards an application to register to demonstrate they are fit in line with this regulation. (Regulation 8 (2) (a,b))	25/11/2011

## Recommendations

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

- make sure no more than half the staff on duty at any one time, by day or night, are from an external agency (NMS 17.8)
- ensure where sanctions, disciplinary measures or restraint are used, children are encouraged to have their views recorded in records kept by the home (NMS 3.18)
- compile a written development plan, reviewed annually, for the future of the home (NMS 15.2)
- ensure the person undertaking independent visits is satisfied the home has an effective approach to behaviour management (CA1989 Volume 5: 3.12)
- consider forwarding Regulation 34 reports every six months as good practice. (CA1989 Volume 5: 3.14)