

Inspection report for children's home

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| <b>Unique reference number</b> | SC039213        |
| <b>Inspection date</b>         | 10/01/2012      |
| <b>Inspector</b>               | Karen Malcolm   |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

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|--------------------------------|------------|
| <b>Date of last inspection</b> | 11/08/2011 |
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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 registered children's home provides services for six young people aged between 12 years and 17 years old with emotional or behavioural difficulties.

### Progress

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

At the last inspection in August 2011 the home was rated satisfactory and was asked to make improvements relating to: health needs, the premise, medication, the home's development plan, staff training and the monitoring of the running of the home. The home has not made the necessary improvements and as a result has made inadequate progress. Additional to these shortfalls there is no guidance in place, in relation to new staff undertaking the Children's Workforce Development Council Training (CWDC).

Since the last inspection the management of the home has changed. There is a suitable interim management arrangement with the deputy manager running the home with support from the independent consultant. A new service manager has been appointed to undertake the current vacant post of managing the two homes across the organisation and they will commence employment later this month.

The safe administration of medication is not consistently monitored. The home's procedures clearly require two staff and the young person's signatures following any administration of medication. However, this has not been consistently completed by all persons. Young people do benefit from a clearer individual medication risk management plan. This includes protocols for when young people refuse to take medication and for managing medication outside the home.

The overall monitoring of the home's operation is not efficiently or effectively carried out. The Regulation 33 monitoring visit is undertaken monthly. However, the views and opinions of people working in the home are not sought. For example, the information recorded refers to the stability of the staff team with no evidence that staff have been interviewed. The quality monitoring report does not clearly detail what actions have been undertaken in relation to any trends, patterns or improvements to safeguard or promote the welfare of young people. A development plan detailing the home's future and identifying any changes was not available. It was recommended to have this in place at the last inspection.

Young people cannot be fully confident that all staff are appropriately trained or skilled to support their needs. Because, at the time of this inspection there were no training records available to assess what training staff had undertaken as part of

their overall development and the support needs of the young people placed. New staff said that the induction package was good and informative. However, the home's policy does not make reference to when new staff will undertake the Children's Workforce Development Council's (CWDC) standards as part of their induction.

Young people are thriving and benefit from a caring and supportive staff group. Staff changes are rare, with the majority of the staff having worked at the home for a number of years. Such low staff turnover means that young people receive continuity of support from people who they have developed important relationships and emotional bonds with. Young people said that staff are committed, caring and provide positive role models.

Young people are continuing to make progress in relation to their education, health, behavioural management and social skills. Staff ensure young people's progress is kept up to date. There are no incidents of bullying and staff have a clear understanding of the young people's support needs. Staff work with young people in addressing issues of equality and diversity enabling them to become more aware of the appropriateness and impact of their negative behaviour, both on others and themselves. Behaviour management is risk assessed with few significant incidents occurring. Young people said staff help them and supporting them with day-to-day activities. Staff talk through issues with young people and take the time to listen to them. Young people feel they are becoming more confident and developing a sense of self belief, which has increased their self-esteem, enabling them to be happy.

Careful selection and vetting of all staff working in the home is safeguarded by the home's recruitment procedures. This also includes the monitoring of visitors to prevent young people being placed at risk.

Young people live in a home that is reasonably comfortable and meets their needs. Young people confirmed that works have been undertaken such as a new kitchen units, washing machine and dryer. Any maintenance of the home is now addressed more efficiently because of the handy person having days allocated to be on site. The building meets young people needs, providing a balance of personal and communal space.

Young people are supported in developing skills for independence. Young people who are planning to move spoke about the impact this will have on them. The deputy manager ensures that young people, who move on, do so in a planned way and meets each young person's individual needs.

## **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> |
|--------------|--|-----------------|
| 21<br>(2001) | make suitable arrangements for the recording and safe administration of medicines received into the children's home (Regulation 21(1))                       | 10/02/2012      |
| 33<br>(2001) | interview, with their consent any persons working at the home in order to form an opinion of the standard of care provided in the home (Regulation 33(4)(a)) | 29/02/2012      |
| 27<br>(2001) | ensure that all persons employed receive appropriate training and records maintained on site. (Regulation 27(4))   | 29/02/2012      |

## Recommendations

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

- ensure that the home has a written development plan, reviewed annually, for the future of the home, either identifying any planned changes in the operation or resources of the service, or confirming the continuation of the home's current operation and resource (NMS 15.2)
- ensure that new staff undertake the Children's Workforce Development Council's induction standards, commencing within 7 working days of starting their employment and being completed within 6 months (NMS 18.3)
- ensure there is a system in place which allows the provider and managers to monitor the matters set out in Schedule 6 (e.g. complaints and behaviour management), in order to improve the quality of the care provided. This will enable the provider to identify any trends and issues of concern so that all those involved in running and working in the home can continually improve the quality of care they are providing. It will be good practice for these reports to be completed at six monthly intervals and a copy of every report should be sent to HMCI within twenty eight days of completion. (Children Act 1989 Guidance and Regulations Volume 5: Children's Homes, statutory guidance paragraph 3.14)