

## Inspection report for children's home

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<b>Inspection date</b>	07/02/2012
<b>Inspector</b>	Maria McGranaghan
<b>Type of inspection</b>	Interim
<b>Provision subtype</b>	Children's home

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<b>Date of last inspection</b>	27/07/2011
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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 privately run Children's home is registered to provide care and accommodation for up to five young people who have learning disabilities.

### Progress

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

At the last inspection in July 2011 the home's overall effectiveness was judged to be good.

The children's home has demonstrated satisfactory progress in the quality of care and outcomes for children and young people. The home has addressed one of the four recommendations made at the last inspection. Three recommendations are partially met and are restated within this inspection.

Young people's care is tailored to their individual needs. Picture exchange communication systems, symbols and routines are now developed to ensure young people know their plans for each day. Young people have a better understanding of the expectations of the home and are beginning to enjoy the security of consistent routines.

Individual complaints information has been developed and is now appropriate to the developmental needs of young people. Good use of illustration, signs and symbols clearly details the steps young people are to take should they be unhappy. However, information is not displayed within the home and not all young people have direct access to the procedure or telephone numbers such as help lines. Consequently, the present procedure is deficient.

The home has developed a consultation procedure for young people. Regular keyworker sessions are now in place and this assists young people to comment on their care. A staff member said, 'We have done them all individually in order that they are understood by young people. I think it is a good idea and will help us understand the young people better.' However, young people's comments are not routinely acted upon, therefore serving to compromise the effectiveness of the consultation process.

The home has developed a system to record behaviour management methods undertaken with young people. However, this is inconsistent with some records missing. Behaviour management plans and risk assessments are not up to date and do not detail de-escalation techniques or preferred distraction methods in order to manage young people's behaviour consistently.

Young people benefit from clear visual routines that enable them to understand the plans for each day. Signs and symbols assist young people to make their needs known and assist them to communicate with others. Staff support and encourage young people to engage within the community in order to develop social skills and broaden their experiences. Some young people attend youth club and drama club on a regular basis and have developed friendships outside of the home. Outdoor pursuits are clearly enjoyed by all and this is evident in the photographs displayed in the home.

All young people attend full time education. Staff liaise closely with schools to ensure young people receive consistent and appropriate support. Methods used within school have been replicated within the home in order to develop a consistent approach to individual care. The home has now developed two visual play rooms. Each room is fitted with soft play furnishings and visual effects such as lights, stars and sparkles. Young people are able to access the play room independently to relax or with a staff member to help them calm down at the point of crisis. Young people really enjoy the visual experience. A staff member said, 'We have worked hard to create this and feel that the young people are really benefitting from having a very calming visual experience.'

Staff maintain regular contact with families and offer support and guidance in order that family contact is a positive experience. Staff work with families to find out about the young people including how their bedroom is designed at home. As a result, young people have bedrooms that have been decorated and designed to reflect their personalities. Family photographs, pictures and drawings are proudly displayed and serve to illustrate ownership of their room.

Young people are assisted and encouraged to develop independent skills. Simple tasks such as getting dressed, making sandwiches or helping to tidy their bedrooms enables young people to feel a sense of achievement. Rewards for good behaviour and following individual routines are in place. Star charts mark individual progress and treats such as 'girly shopping trips' highlight individual progress.

Young people are looked after by caring and supportive staff. Regular team meetings and supervision provide suitable opportunities to address practice matters and promote consistency within the home. Systems are in place to monitor the practice of the home. However, Regulation 34 monitoring does not adequately reflect how outstanding issues, such as the updating of risk assessments and behaviour management plans are addressed. Equally, the present system does not evaluate the effectiveness of new structures put in place including young people's consultation and complaints procedure. Additionally the manager has not presented a six monthly summary of Regulation 34 monitoring in accordance with The Children Act 1989 Guidance and Regulations Volume 5.

## **Areas for improvement**

## Recommendations

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

- ensure that children's wishes and feelings are acted upon, in the day to day running of the home (NMS 1.1)
- ensure that children can take up issues in the most appropriate way with support, specifically ensure children have direct access to their personal complaints procedure (NMS 1.6)
- ensure the policy for managing behaviour includes de-escalation of conflicts, discipline, control and restraint that all staff understand and apply at all times. Ensure risk assessments and individual behaviour management plans are kept up to date (NMS 3.3)
- ensure the manager regularly monitors, in line with regulations, all records kept by the home to ensure compliance with the homes policies, to identify any concerns and specific incidents and to identify patterns and trends. Immediate action is taken to address any issues raised by this monitoring (NMS 21.2)
- ensure copies of regulation 34 summaries are completed at six monthly intervals and forwarded to Ofsted. (Volume 5 Children's Homes Guidance (3.14))