

Inspection report for children's home

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Inspector	Pippa Greed
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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

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 children's home is a purpose-built complex run by a registered charity in partnership with a local authority. The home provides short stay services to children and young people who have high support needs. The home is split into two units; it provides services for up to 12 children and young people at any one time.

Progress

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

At the full inspection in November 2011, the overall effectiveness rating for the home was judged as good with three recommendations made. The home has suitably addressed the majority of these.

The home demonstrates continued improvement in the quality of care provided with a clear and focused commitment to service development and achieving positive outcomes for young people. This has included: evaluating, embedding and enhancing the current level of service; consulting young people and their families; addressing actions identified from Regulation 33 visits; improving on the care planning process; improving indoor play space and acquiring additional transport.

Since the last inspection, the manager and staff team have been proactive in monitoring young people's care needs. This has ensured that young people are receiving care in a consistent and stable manner. The manager and staff team continue to seek the views of the young people and significant people in their lives. The home sends out an informative newsletter with photographs providing updates to readers. Young people are also invited to be part of a forum called 'Stand Up Young People's Forum'. This means young people are consulted on a range of topics affecting their daily lives. For example, young people were asked about activities and day trips. Young people expressed their views such as suitability of adventure parks for wheelchair users. Staff are skilled and knowledgeable about the young people in their care. Staff were seen to offer young people choice and promote their independence.

The manager has an effective and detailed care planning system. There is strong evidence of young people's wishes and preferences. Young people are supported to make choices through skilled observation and communication aids. This means young people benefit from a service that is vigilant and sensitive to their wishes. However, the Statement of Purpose does not outline emergency admission into the home.

The manager has an effective monitoring and recording system for behavioural incidences. The records cover incidences and use of restraints if and when used. The

care plan documents analysis of behavioural pattern and trends. This in turn informs the care planning process. This actively safeguards young people and staff. Young people have the advantage of being cared for by a skilled and observant staff team.

As part of the development plan, the manager has identified areas for further improvements such as changing the use of soft play space into a larger sensory room. Staff observed that young people preferred the sensory room or the ball pit. Soft play equipment is being utilised within the large corridor space. Young people benefit from support to make their choices known.

Staff involve young people in decisions that affect their care and progress within the home. This includes activity planning, exploring the community and developing daily living skills. For example, young people go swimming; participate in fundraising at a market; engage in arts and crafts; celebrate birthdays; enjoy café visits and visiting the local park. This means young people are making progress in learning, social and independence skills. Young people also enjoy a range of well-equipped facilities such as the indoor soft play area, a sensory room and activity rooms. The home provides a large outdoor space including a climbing frame, trampoline and swings which allows young people to enjoy outdoor pursuits. The home has made plans for forthcoming school holidays taking into account young people's preferences.

Staff continue to benefit from supervision, team meetings and group opportunities to discuss the needs of the young people. This promotes continuous updates and improvement on how young people's care is being given. However, the provisions of supervision have lapsed at times. The new staff training matrix has been implemented since the last inspection. This matrix demonstrates when to expect training renewal for four training topics. However, it does not evidence when staff received their training and any other training received.

The manager and staff team have young people's well-being at heart and provide skilled support. Staff are kind and nurturing in their care of young people and there is a commitment to providing a good quality service.

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 the Statement of Purpose confirm provision for emergency admission (NMS 13.1) (The Children's Homes Regulations 2001, Schedule 1 (9))
- improve the learning and development programme so that it demonstrates training data more effectively, this is with regard to staff training completion dates (NMS 18.2)
- ensure that formal supervision are maintained regularly. (NMS 19.5)