

Inspection report for children's home

Unique reference number	SC368032
Inspection date	20/11/2012
Inspector	Elizabeth Barrett
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	07/06/2012
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Service information

Brief description of the service

This children's home is registered to provide care and accommodation for up to three young people with emotional and behavioural difficulties. The home is privately owned.

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.

Progress

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

At the last inspection in June 2012, the overall quality rating for the home was judged as adequate with three requirements and two recommendations for improvement. This service demonstrates its capacity to improve because it has met all of the requirements and the recommendations set at this visit. Progress since the last inspection is good.

The home was required to ensure the day-to-day monitoring of individual young people's care plans specifically in relation to implementing behavioural strategies for young people. Each young person now has a dedicated link worker who oversees the care plan to ensure individual young people's needs are met. All young people have up-to-date placement plans on file, and behaviour management plans are reviewed accordingly to promote positive behaviour. As a result of this, staff are consistently applying individual strategies with young people, who in turn, are taking more responsibility for their behaviours which is evidenced by a reduction in the use of physical restraint and sanctions in the home.

The service was also asked to ensure that staff recruitment records contain

information in relation to the selection and vetting processes of all staff working in the home, and the appointment of a suitable individual to the vacant manager's post. The previous inspection also recommended that improvements be made in relation to ensuring young people have access to individual education provision, and the effective monitoring of records in the home.

Since the last inspection there have been changes to the leadership and management of the home. The home is currently managed on a day-to-day basis by an acting manager who is in the process of being considered for the Registered Manager's position at this service. The recruitment of additional staff has meant that young people are now receiving a good quality of care, and are building positive attachments with most of the adults who care for them. Staff morale is at a higher level with more support in place both individually and as a team. Staff comment positively on the improvements made by the manager since the last inspection, and how they are working more effectively together as a team.

Following the last visit significant changes have been made to all the home's record keeping. New systems have been introduced which ensure all recording is in line with policies and procedures, and is regularly monitored by the home's manager. Young people's care records are now of a good standard and are routinely revised and updated. This ensures staff work consistently and that they are able to support young people with their daily lives. Records sampled at this visit including staff files, are well maintained and compliant with regulations.

The service has also made improvements to the monitoring systems of the home. Internal monthly processes are undertaken by the manager in line with Regulation 34. The associated records show the areas that are monitored with clear actions for improvement. There are records of external quality assurance and monitoring checks taking place which are detailed and include areas for improvement. However, external monitoring reports are not sent to Ofsted in a timely manner, and this shortfall is set as a requirement at this visit.

Young people are making progress towards achieving positive outcomes in relation to their educational attendance and attainment. All young people now have individual educational provision in place, and staff are positive in their approach to young people's education and see learning as an integral part of life at the home. For those young people where education continues to present difficulties, the home's manager is proactive in challenging any barriers to ensure young people's educational needs are considered in line with their peers in the community.

Young people benefit from planned and implemented daily routines and structures. Staff say that handovers are much improved, with staff motivated to provide a good quality of care to young people. Young people are set boundaries and know what is expected of them. As a result of this, they are beginning to respond positively by reducing their incidents of challenging and risk taking behaviours. Further work has been done to ensure that young people are consulted about the running of the home through regular house meetings and link working sessions. Young people confirm that the rules of the home are mostly fair, and that they can have their say on things that

are important to them.

The physical environment of the home has previously been damaged during incidents of young people's challenging behaviour and is looking tired and worn. As a result, the building is not sufficiently homely and welcoming. A recommendation is made at this visit in relation to the maintenance and decoration of the home.

The manager and staff team for this home demonstrate a commitment to providing a quality service and to improving outcomes for all young people. However, they recognise that as an evolving team, more training and development is required to ensure that all staff have the appropriate skills to ensure young people's needs are consistently met. This will be addressed through the service's revised development plan.

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.

Reg.	Requirement	Due date
33 (2001)	ensure the registered provider shall supply a copy of the report required to be made under paragraph (4)(c) to the HMCI. (Regulation 33 (5) (a))	31/12/2012

Recommendations

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

- ensure the home provides a comfortable and homely environment and is well maintained and decorated. (NMS 10.3)

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)*.