

## Inspection report for children's home

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<b>Unique reference number</b>	SC055912
<b>Inspection date</b>	23/01/2013
<b>Inspector</b>	Julian Mason
<b>Type of inspection</b>	Interim
<b>Provision subtype</b>	Children's home

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<b>Date of last inspection</b>	16/08/2012
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## Service information

### Brief description of the service

This home is operated by a private provider and is registered to provide care and accommodation for up to of four young people with learning disabilities, two of whom may have concurrent physical disabilities.

### 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.

## Progress

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

The overall effectiveness of the home was judged as adequate at the last full inspection in August 2012 and this grade remains in place. Seven requirements and three recommendations for improvement were made. Some of these have not been met and have been repeated, resulting in a judgement of inadequate progress. In addition, further requirements and a recommendation have been made as a result of this inspection visit.

The seven requirements made at the last inspection relate to the service's Statement of Purpose; records of measures of control; the vetting and training of staff and the evaluation of the home's operation. The three recommendations relate to the home's whistle-blowing procedures, activities for young people and management systems for monitoring.

The home's Statement of Purpose has been reviewed and updated with the required

information; for example, it now accurately reflects important details about staff qualifications. However, a copy of the updated document has not been sent to Ofsted as required but this has little impact on the outcomes for young people. Young people can access information about the home which is supported by a range of communication methods that are matched to their needs.

Young people are encouraged and supported to manage their relationships with peers and staff with respect and consideration. Staff know young people very well and talk to them regularly about their behaviour which effectively supports growing responsibility and personal development. Because of this approach, very few formal sanctions are used and only one physical intervention has occurred since the last inspection. Where young people share their opinions about these measures, this information is now recorded and monitored to ensure views are known and can be acted upon if necessary.

Overall, the Registered Manager has systems and processes in place to help determine the suitability of newly employed staff to work with young people. However, evidence that gaps in employment histories are being explored is lacking. Because of this shortfall, young people may not be fully protected when managers are determining the suitability of newly appointed staff.

The registered provider and manager have some systems and processes in place to monitor the operation of the home and the quality of care being provided. However, neither the visits conducted by a representative from the organisation or the Registered Manager's own monitoring activities consistently include feedback from young people. Views and feedback about the service from stakeholders, such as, parents and placing social workers, is also lacking throughout these formal monitoring processes. It is therefore not clear how their views influence on service development.

Visits carried out by a representative from the organisation are not occurring with the necessary frequency, nor are the completed reports being sent to Ofsted as required. This means that required information about how the home is operating and the quality of care being provided is not being shared with the regulator. Furthermore, it is not clear how or if the Registered Manager responds to the findings and actions outlined in these reports. Young people therefore do not benefit from robust or consistent monitoring to support the on-going development and improvement of the service.

Overall, young people are provided with a home environment that promotes their safety and welfare. Staff have recently attended a refresher briefing about child protection and safeguarding practices as well as whistle-blowing procedures to remind them of their responsibilities and duties. Managers have consistently referred safeguarding matters and concerns to the local safeguarding team and Local Authority Designated Officer.

The home's records clearly demonstrate partnership working with key agencies responsible for the protection young people. Where the home's child protection

policy has not been followed, managers have robust systems in place to respond to these circumstances and to take remedial action quickly to ensure young people's safety is prioritised. Although the home's managers verbally notified Ofsted about a recent child protection matter this was not followed up in writing as required. The lack of a written notification at the time meant that the information about the actions taken to safeguarding young people could not be fully evaluated.

Young people are able to exercise choice about how they spend their leisure time. This ranges from participation in activities in the home to taking part in group outings or more specific activities relating to personal interests. Staff listen to what young people have to say and this helps shape weekly planners that reflect individual choices and preferences.

Staff have a clear focus on enabling and supporting communication that does not disadvantage or exclude anyone from making safe daily life choices. Young people consistently have control over their lives, which is consistent with their abilities and agreed levels of independence. Young people benefit from well-organised meal-times that are planned to provide opportunities for everyone to socialise and chat. Staff are attentive and enabling, ensuring young people are supported to participate in this important domestic routine, aiming to develop social skills and to promote independence according to individual abilities.

## 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>
5 (2001)	notify HMCI of any revision of the home's Statement of Purpose within 28 days (Regulation 5(b))	28/02/2013
26 (2001)	ensure that, unless paragraph (6) applies, no person starts work at a children's home until such time as paragraph (3)(d) has been complied with in relation to him (Regulation 26(5)(b))	28/02/2013
30 (2001)	ensure any of the events listed in column 1 of the table in Schedule 5 takes place, the registered person shall without delay notify the persons indicated in respect of the event in column 2 of the table. Any notification made in accordance with this regulation which is given orally shall be confirmed in writing (Regulation 30(1)(3))	28/02/2013
33 (2001)	ensure that visits under paragraph (2) of this regulation shall take place at least once a month, the person carrying out the visit shall interview, with their consent and in private, such of the children accommodated there, their parents, relatives and persons working at the home as appears necessary in order to	28/02/2013

	form an opinion of the standard of care provided in the home (Regulation 33(3)(4)(a))	
33 (2001)	supply a copy of the Regulation 33 report required to be made under paragraph (4)(c) to HMCI (Regulation 33(5)(a))	28/02/2013
34 (2001)	establish and maintain a system for monitoring the matters set out in Schedule 6 at appropriate intervals and improving the quality of care provided in the children's home. The system shall provide for consultation with children accommodated in the home, their parents and placing authorities. (Regulation 34 (1)(3))	28/02/2013

## Recommendations

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

- ensure action is taken to address any issues of concern that is identified or which is raised. This is in relation to responding to Regulation 33 reports where actions have been identified. (NMS 21.9)

## 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*.