

Inspection report for children's home

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Inspection date	15/01/2013
Inspector	Emeline Evans
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	14/08/2012
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Service information

Brief description of the service

This privately owned home provides care and accommodation for up to six children and young people with special educational needs and/or disabilities.

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 **satisfactory progress**.

The home was judged adequate at the last inspection in August 2012, with six requirements made and seven recommendations identified for improvement. The home has maintained the good outcomes for young people and has demonstrated an improvement in the quality of care.

The manager has complied with the requirement made at the last inspection for the Statement of Purpose has been revised and this now includes details of the staff team, including their relevant qualifications and experience. In addition, the document now reflects the current use of the home in providing both long-term placements and short breaks. The staff team are very clear on how this is achieved in practice and the management team ensure the young people's individual needs are a priority.

The home has improved the recording of any measure of control or restraint. All recording is now in line with regulations. This is a sound system which staff are aware of and enables effective monitoring to take place.

Improvements have been made to strengthen systems in place for the storage and recording of medication and for compliance with the home's own policies, procedures, and Royal Pharmaceutical Society guidance. The home has taken action and now has in place sound storage arrangements for medication and comprehensive recording systems; these have been addressed with the staff team to ensure compliance.

The home has consulted the local fire and rescue service and their fire service contractor, to ensure adequate precautions are taken against the risk of fire and the suitability of fire doors and means of escape. The local fire and rescue service have accepted the proposed arrangements. However, the current evacuation plan does not take into account interim arrangements until all work is completed.

Monitoring visits have taken place so management can form an opinion on the standard of care in the home. The Registered Manager audits and monitors practice in the home. However, this monitoring does not include all matters required by regulation or fully evaluate the service. This could mean that shortfalls in the care of the young people are not being fully recognised or addressed.

Staff are now able to access the Local Safeguarding Children's Board procedures and the homes written policy on how the home will safeguard all children and young people from abuse. However, the homes policies do not reflect the requirements of the Local Safeguarding Children's Board and have not been submitted to them for consideration and comment.

The manager has ensured new staff undertake the Children's Workplace Development Council's induction standards. Not all staff have completed the same training on managing challenging behaviours including the use of restraint; this could lead to an inconsistency in managing difficult behaviours within the staff team. In addition, staff who have been with the company for longer than six months are not yet working towards the Children and Young People's Workforce Diploma. Therefore, two recommendations are repeated.

A copy of the Children's Home's Regulations 2011 and most recent national minimum standards are not readily available to staff in the home. The absence of these documents prevents staff from keeping up to date with current legislation and enable them to focus on further improving the quality of care provided.

Staff benefit from regular supervision and staff meetings, ensuring they have the opportunity to raise any issues promptly. There is now a programme for annual appraisals so that staff performance over the year is evaluated.

Young people have good relationships with the care staff and they respond well to the consistent encouragement they receive. Young people describe the staff as 'good' and parent's comment, 'The service has achieved so much and I can't praise the service enough; my daughter is happy to be at the home.' The care provided for the young people is good and they are benefiting from a stable staff team.

There is a commitment from the management and staff in the home to improve

outcomes for young people; staff have positive and realistic aspirations for young people. Young people are positive about the quality of care they receive and describe the home as 'fun.' Young people know and understand what is expected of them. The home has worked to support and enable young people to make their views known about how the home is run. As a result, young people continue to receive structured care, which is based on their individual identified 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.

Reg.	Requirement	Due date
34 (2001)	implement an effective system to monitor the matters set out in Schedule 6 to improve the quality of care provided; also to consult with children, their parents and placing authorities and that any report made under this regulation is supplied to the HMCI. (Regulation 34 (1)(a)(b)(2) and (3))	04/03/2013

Recommendations

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

- ensure all staff are trained in the use of physical restraint techniques, only use the home's agreed techniques, and training is regularly refreshed (NMS 3.15)
- ensure there is an emergency escape plan that all staff and children are familiar with, with particular reference to ensuring this is up to date (NMS 10.9)
- ensure existing care staff are working towards the Children and Young People's Workforce Diploma (NMS 18.5)
- ensure a copy of the Children's Homes Regulations and the National Minimum Standards are available permanently to staff (Volume 5, statutory guidance, paragraph 3.15)
- ensure the provider's child protection procedures are submitted for consideration and comment to the Local Safeguarding Children's Board (LCSB) for consideration and comment and are consistent with the local policies and procedures agreed by the LSCB. (NMS 20.4)

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*.