

Inspection report for children's home

Unique reference number	SC396813
Inspection date	08/02/2013
Inspector	Anna Williams
Type of inspection	Interim
Provision subtype	Residential special school (>295 days/year)

Date of last inspection	10/10/2012
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Service information

Brief description of the service

This setting is owned by a charity and is registered to accommodate 50 children and young people, with physical disabilities, complex health needs and learning disabilities. On site is a non-maintained special school catering for children and young people aged three to 19 years with complex special needs. A team of nurses, therapists and specialists, funded by the Primary Care Trust are also based on site and provide medical support.

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**.

At the last full inspection in October 2012 this children's home was judged to be good. The home has maintained the good quality of care and outstanding outcomes for children. The home has met or addressed the majority of requirements and recommendations set at the last visit. However, regulatory shortfalls identified during this interim inspection impact on the overall progress made.

Children say they like living in the home or coming to stay for short breaks. Parents are overwhelmingly positive about the quality of care. Comments from parents include, 'I know my child is safe here', 'the staff are all fantastic', and 'the staff communicate really well with my child, I cannot fault the care given'.

A strategy to hold an on-site recruitment day was successful. The appointment of new staff has impacted positively on staffing levels within the home. Additional staff

on each shift means that one-to-one staff do not now have to support a shortfall in basic staffing levels. This ensures staff can consistently focus on the individual needs of children. Recruitment procedures within the home are robust. A previous recommendation to ensure any gaps in employment are identified and explained has been met. This ensures the safety of children.

The Statement of Purpose has been revised. It now clearly explains the custom of some children moving bungalows for weekend care on occasions, and indicates how children will be supported to understand the change in their environment. The children's guide has also been suitably updated to reflect that they may move bedrooms over an occasional weekend, and how staff will help them. This ensures that children, placing authorities and parents are clear about how the service is run.

The use of CCTV within bedrooms has been fully reviewed. Care plans now demonstrate more clearly how CCTV use overnight is promoting the welfare of the individual child. Consent from placing authorities has now been appropriately sought and confirmed in writing. Procedures now promote the involvement of the child in consenting to the use of CCTV, taking into account their age and understanding. This ensures that the use of CCTV is only used to promote the safety and well-being of children.

The fire risk assessment has been reviewed. Reference to CCTV as a protective measure for early fire detection has been removed. The fire risk assessment now accurately describes current control measures and how children are suitably protected from fire risks.

The supervision of staff within some bungalows has become more regular and is of good quality. However, this is still not consistent across all accommodation areas or specific staff groups, such as night staff. This does not ensure that all children are cared for by appropriately supervised staff. Since the last inspection, some staff have undertaken a supervision training workshop. This enables more staff to take on supervisory responsibilities. This requirement has been appropriately addressed, but is not yet consistently embedded in practice.

One significant event was not notified to Ofsted in line with regulation. This related to a serious complaint. The complaint has been investigated and relevant learning points have been identified to improve future practice. This demonstrates a capacity to reflect on and learn from specific incidents.

The safeguarding policy does not contain all the information as required by regulation, such as details of Ofsted. This policy is currently under review. However, staff are currently referring to a policy which does not reflect up-to-date guidance and regulatory requirements.

Regulation 34 reports are submitted to Ofsted in line with statutory guidance. Formal systems capture parents' and children's views about the quality of the provision, and feedback is positive. However, reports do not contain consultation with placing authorities about the quality of care. Furthermore, reports lack robust evaluation and

accurate oversight of the matters within schedule 6, such as around complaints and significant events. This does not demonstrate strong self-evaluation systems to drive forward continued improvement.

Children continue to demonstrate outstanding outcomes. Some children have made excellent progress in their use communication aids. This enables children to make clear choices in all aspects of their lives. Some children have made good progress in developing independence skills such as identifying money and buying items in shops. This promotes engagement with the wider community and supports children to learn relevant life skills. Some children demonstrate exceptional progress with managing their own behaviours. This benefits them both socially and educationally. Staff continue to use creative and imaginative methods for communicating with children with great success.

Progress on the home's development plan is good. A goal to provide each child with an individual hospital passport has been met. This ensures vital information is readily available for hospital staff in case of emergency. Wireless internet connections within the accommodation have also been installed. This offers children opportunity to use new 'ipad's to have 'facetime' contact with friends and relatives. This supports children in maintaining appropriate contact with those important to them.

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
16 (2001)	ensure the safeguarding policy contains all necessary information; refer to the relevant regulation for detail of this (Regulation 16 (2) (a - g))	22/04/2013
27 (2001)	ensure all staff employed receive appropriate supervision (Regulation 27 (4) (a))	22/04/2013
30 (2001)	ensure that if any of the events listed in schedule 5 takes place, the registered person shall without delay notify the persons indicated in column 2 of the table (Regulation 30 (1))	22/04/2013
34 (2001)	ensure the review of the quality of care contains consultation with placing authorities and robust evaluation and accurate evaluation of the matters as set out in schedule 6. (Regulation 34 (1) and (3))	22/04/2013

Recommendations

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

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*.