

Inspection report for children's home

Unique reference number	SC431804
Inspection date	04/02/2013
Inspector	Anna Williams
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	29/08/2012
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Service information

Brief description of the service

The service is a four-bedded children's home registered for boys with emotional and behavioural difficulties.

The home is owned and operated by a private organisation that specialises in the assessment and treatment of male adolescents who have experienced some form of abuse and have subsequently been involved in perpetrating abusive behaviour themselves.

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 **inadequate progress**.

This children's home was last inspected in August 2012 and was judged to be adequate. Since then, the home has made inadequate progress in addressing the requirements and recommendations set at the last inspection. Further regulatory breaches have been identified.

Young people are positive about living in the home. They feel safe and feel listened to by staff.

Since the last inspection, some staff have left the home. Appropriate action was taken to recruit new personnel. During the recruitment period the Registered Manager worked excessive hours to cover shortfalls in the rotas. However, the home is now fully staffed and working hours are more appropriately balanced.

The Statement of Purpose has been updated to include reference to an outreach service which is offered to care leavers by the organisation. This outreach service is no longer operated from the children's home. This ensures that the placing authorities and parents are clear which services for young people are facilitated from the children's home. Records within the home are no longer mixed with outreach support work documents. This ensures records within the home are clear, and supports the Registered Manager's ability to look for patterns and trends within records.

There is now a risk assessment in place to inform staff of appropriate control measures around visits to the home by other children within the organisation. However, there is not a risk assessment around adult visitors to the home. Consequently, staff still do not have clear action points to follow with regard to adult visitors accessing the home and the appropriate level of supervision required. Furthermore, some individual young people's risk assessments have not been updated following significant events. Some young people do not have risk assessments around identified risky behaviours and have been living in the home for some months. This means that staff do not have up-to-date and clear control measures to follow to keep children safe, which can be monitored and reviewed as appropriate.

A recommendation to ensure young people receive prompt feedback on any complaints or concerns raised has been addressed. One complaint raised by a young person was fully addressed, but the response was outside of the organisations own complaint policy timescale. Young people have had timely responses to other concerns and complaints shared. Internal monitoring (regulation 34) reports do not demonstrate learning and evaluation about the complaints received and how they were resolved.

The sanctions log now contains an evaluation of the effectiveness of any consequence set. This supports the Registered Manager in their monitoring of whether sanctions used are effective. However, staff are setting sanctions and not recording them in the sanctions log, nor within individual children's files in line with regulation. This compromises the Registered Manager's overall ability to monitor sanctions accurately to ensure they are fair and appropriate.

The home's visitor's book is now consistently completed with the reason for the person's visit to the home. This supports the Registered Manager in monitoring and evaluating visitors to the home and ensuring the safety of young people.

The monthly and six monthly internal monitoring now more robustly evaluate people who visit the home. Feedback is now formally sought from placing authorities and is positive. Young people's views are sought through weekly home meetings. Minutes demonstrate that young people are generally positive about the home and influence its running appropriately. However, the internal monitoring systems in place have not identified shortfalls in sanctions records, and risk assessments which have been highlighted during this inspection. This demonstrates that the internal monitoring

systems in place are not fully effective in driving forward improvement within the home.

One significant event was not notified to Ofsted in line with regulation. This related to the instigation of a child protection enquiry relating to a young person accommodated within the home. While appropriate action was taken, notification to Ofsted would have confirmed that the safety of young people was being promoted.

The home's 2013 development plan contains the same targets as the previous two years, with the exception of some goals to redecorate specific areas of the house. The redecoration goals have been partially met. Targets are very generic and do not have clear timescales for completion. The impact on outcomes for young people is difficult to evaluate, as progress towards development goals is not captured or evaluated.

A new core group system is in place which brings together the young person, therapy, education and residential staff. Revised placement plans have been introduced and include a child-friendly version. However, the impact of this system on the progress and development of young people is difficult to evaluate.

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
11 (2001)	promote the welfare of children accommodated through updating risk assessments following significant events, risk assessing identified risky behaviours and risk assessing adult visitors to the home (Regulation 11 (1) (a))	06/05/2013
17B (2001)	ensure that within 24 hours of the use of any measure of control, a written record is made in a volume kept for the purpose which includes the information as detailed in (a - i) (Regulation 17B (3) (a - i))	06/05/2013
28 (2001)	ensure that individual children's records contain the information as required by schedule 3, with particular reference to the date and circumstances of any measures of control used on each child accommodated (Regulation 28 (1) (a))	06/05/2013
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))	06/05/2013
34 (2001)	ensure the system to review the quality of care includes robust and effective evaluation of complaints, measures of control and risk assessments. (Regulation 34 (1) (a))	06/05/2013

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*.