

Inspection report for children's home

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Inspection date	12/02/2013
Inspector	Angela Whiteley
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	07/11/2012
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Service information

Brief description of the service

The home is run by a privately owned company and is registered for up to four children or young people who have a learning disability or mental health disorder.

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 full inspection in November 2012, the overall judgement of the home was adequate. Three requirements and five recommendations were made, which the manager has positively addressed. The children's home has made substantial progress in all areas, improving the quality of care and outcomes for young people.

A new experienced and qualified manager is in post, she has submitted an application to become the Registered Manager and is waiting registration from Ofsted. The manager is familiar with the setting and understands the operational and management systems as she has worked at the home for several months. A number of staff changes have taken place to establish an experienced staff team who are able to meet the current and emerging needs of the young people in placement. Management arrangements are strengthened by the appointment of a new deputy manager. This will give the manager additional time to develop and implement systems to effectively monitor and evaluate the standards of care young people receive. This will assist the smooth running of the home and identify areas for further improvement.

The manager has established a system for monitoring matters within the home.

Regulation 33 reports are now completed by a person who is not directly concerned with the conduct of the home. Additionally, six-monthly Regulation 34 reports are sent to Ofsted and copies are held within the home. The home has a realistic development plan. This is a working document, which is kept under review. A child-friendly Children's Guide has been produced. This ensures young people have all the relevant contact information they require in one place and that the guide has specific information about their home.

Ensuring the staff receive appropriate training to develop their knowledge and skills is a priority at this home. For example, staff have received training in child protection, autism, self-harming behaviours and other mental health issues to ensure they have the level of skill required to care for young people with complex mental health needs. Staff receive regular supervision and confirm they feel well supported by their colleagues and managers.

Young people benefit from consistent practice that allows their lives to improve. They benefit from the effective application of policies, procedures, systems and practices, which help staff to safeguard and promote their welfare. Known concerns are well managed with excellent support from specialist services, including psychiatrists, psychologists and therapists. The manager has delayed sending events and notifications of incidents to Ofsted. However, staff take appropriate action to ensure the safety and welfare of young people. The manager is developing a more robust system to notify incidents and events without delay to ensure young people receive the necessary support and protection immediately. Behaviour management is a key area at this home, where young people are learning to take responsibility for their behaviours. Young people respond positively to incentives and rewards and are accepting of agreed sanctions. As a result, incidents requiring the use of physical intervention are reducing and there are no incidents of young people being missing from home. However, some strategies used, are routinely restricting the liberty of some young people in placement. The permanent locking of external doors to safeguard and protect young people has a negative impact on some young people's ability to maximise and promote their independence.

Some young people are new in placement. They settle quickly with high standards of personalised care, which help them develop trust and feel comfortable. They develop positive relationships with staff and make good progress relative to the time they have lived at the home. As a result, young people are achieving positive outcomes in many aspects of their lives. This includes emotional resilience, education, health, family contact, behaviour management and preparation for adult life. There are excellent examples of partnership working especially with specialist mental health professionals whose contribution is valued by staff and young people. Young people engage constructively with therapeutic work, which promotes their understanding about past difficulties. Contact is well managed. Staff facilitate regular overnight family contact arrangements, which helps young people build positive relationships with their extended family. Young people remain involved in the running of the home through matters such as choice of menus and activities and in personalising their bedrooms prior to their admission. Monthly resident's meetings give further opportunity for young people to take ownership of their home and feel valued and

respected.

The home is generally well-maintained and provides a clean, comfortable and homely environment. Office carpets have been replaced and other planned refurbishments have begun as part of on-going improvements to the home environment.

The home fulfils its aims and objectives. The manager is taking an organised and proactive approach to managing the home. As a result, the staff have the necessary support to deliver a strong, child-focused service that helps young people fulfil their aspirations and achieve their potential. Any area of weakness identified is dealt with promptly by the manager, which ensures the standards within the home continue to improve.

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
30 (2001)	notify without delay any events listed in column 1 of the table in Schedule 5. (Regulation 30 (1))	12/03/2013

Recommendations

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

- ensure physical restrictions on normal movement from the home are not used unless this is necessary to safeguard children and promote their welfare and development. Such restrictions for one child do not impose similar restrictions on other children. In particular, this relates to external doors being permanently locked. (NMS 10.4 and Volume 5, statutory guidance paragraph 2.109)

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*.