

## Inspection report for children's home

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<b>Inspection date</b>	17/07/2013
<b>Inspector</b>	Trevor Hall
<b>Type of inspection</b>	Interim
<b>Provision subtype</b>	Children's home

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<b>Date of last inspection</b>	01/05/2013
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## Service information

### Brief description of the service

This children's home is operated by an independent provider. It is registered to provide care and accommodation for three young people who have emotional and/or behavioural difficulties.

### 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 **satisfactory progress**.

At the last inspection in May 2013 the overall rating for the service was adequate. One statutory requirement and one recommendation were raised. Both of these issues have been appropriately addressed.

The home has made significant progress in promoting the educational achievement of the young people currently accommodated. Young people with a history of non-school attendance and school phobia are being re-introduced to formal education by the application of individualised education plans. Young people are supported to attend by a caring staff team who are aware of their individual anxieties. The staff provide reassurance and encouragement, which enable young people to achieve to the best of their ability.

The home now has staff of appropriate gender deployed within the home to enable all of the young people's identified care needs to be properly addressed.

The home continues to provide a satisfactory quality of care. Staff have an effective

knowledge of the individual young people they care for. They provide personal support tailored to reflect each young person's development and to meet their changing needs. All identified health needs are appropriately addressed, with staff encouraging young people to take responsibility for themselves according to their age and level of understanding. Care plans are individualised and are reviewed regularly. Young people are enabled to be fully involved in their care planning arrangements.

Young people live in a safe environment; all necessary safety checks are conducted at the frequencies indicated in appropriate regulations. The home is clean, adequately maintained, and no health and safety issues were identified during the inspection process.

Employment practices are sound, with all staff appropriately vetted prior to employment in the home. Staff turnover has reduced since the last inspection and consistency of staff deployment is much improved, enabling more sustainable relationships between staff and young people to be formed. This has had a generally positive impact on young people's behaviour.

All staff deployed in the home have completed all of their core training. All shift leaders hold an appropriate qualification in childcare. Staff support and supervision have, however, been adversely affected by managerial inconsistency and staff have not always received supervision at the frequency required by national minimum standards, or by the home's stated policies.

The home does not currently have a manager in post, although appropriate alternative management arrangements are in place. Since being registered in November 2011 the home has had several managers, none of whom have stayed in post more than six months. The perpetual lack of consistent and sustained leadership and management has had a detrimental impact upon the performance of the home and staff team and has potentially limited the outcomes for the young people in residence. The provider acknowledges that there is an urgent need to appoint an appropriate manager to this home to provide the stability and leadership necessary to enable outcomes for young people to improve. The provider regularly reviews and effectively monitors the functioning of the home and takes required action to improve the quality of the service when deficiencies are identified.

## **Areas for improvement**

### **Recommendations**

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

- ensure that staff have access to support and advice, and are provided with regular supervision by appropriately qualified and experienced staff. (NMS 19.4)

## 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*.