

## Inspection report for children's home

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<b>Unique reference number</b>	SC060758
<b>Inspection date</b>	19/11/2013
<b>Inspector</b>	Jim Palmer
<b>Type of inspection</b>	Interim
<b>Provision subtype</b>	Children's home

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<b>Date of last inspection</b>	31/07/2013
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## Service information

### Brief description of the service

This privately owned home provides care and accommodation for up to five young people, who may have emotional and behavioural problems. Some young people may also have specific learning disabilities.

The provision is registered with the Department for Education to provide education on site for young people who live in one of the three homes run by the provider.

### 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 full inspection in July 2013, the overall effectiveness for this service was judged as good. Two Statutory Requirements and three good practice recommendations arose from that inspection. Subsequent to that, an investigation was undertaken by Ofsted following an injury being sustained by a young person and staff member in the application of a restraint. As a result of this investigation a further five Statutory Requirements were raised.

The home has taken measures to address each of the requirements and recommendations, however not all have been fully completed and are still a work in progress. As a result of this inspection, two requirements and two recommendations have been made.

Staff recruitment records for all staff directly employed by the service are well

maintained and confirm that all staff fully meet the requirements of the regulations before being offered employment. However, at the time of this inspection the company is also using agency staff. The records held by the home relating to agency staff do not hold all of the information required and there is currently no arrangement in place to verify the information supplied by the agencies. As a result a new requirement is made.

The home has continued to review young people's access to a telephone and as a result some young people have their own mobile telephones, on which they can make or receive calls without reference to any staff member. Some young people do have restrictions placed on their access to a telephone, where this is the case there are clear risk assessments in place and placement plans identify the safeguarding issues that require restricted access to a telephone. All young people have access to a telephone on which they can contact social workers, Ofsted and child protection services without referring to a staff member. Young people say they are happy with the arrangements in place for accessing a telephone.

The home was asked to monitor the quality of recordings and specifically ensure that all records are signed and dated by the author. The records are now audited by the house manager and house senior. Any errors or shortfalls are discussed in daily staff handovers. However, despite this, some file entries made since the last inspection are not signed or dated by the person making the entry and two records of the use of restraint were not signed as being monitored by the responsible individual or senior manager with responsibility for monitoring the use of restraint.

Since the previous inspection the service has reviewed its policy on the use of restraint, specifically to ensure that it is not used to prevent young people from leaving the home. The revised policy makes it explicit that staff may not use restraint for that purpose. Staff training dates are scheduled to introduce the new policy and guidance. Staff spoken with are aware that restraint may not be used for that purpose.

The policy on the self-administration of medicines has not been reviewed since the last inspection; as a result no young people self-administer medicines.

In addition to the Statutory Requirements arising from the previous inspection, a further five requirements arose as a result of an investigation into the use of restraint.

The service has reviewed the policy on the use of restraint as previously described, this now makes clear that restraint may only be used as a last resort and to prevent serious injury to a child or others or to prevent serious damage. As a result staff are now aware of this and on-going staff re-training is scheduled.

The revised policy is now agreed and is currently being presented to staff in a series of scheduled training sessions.

The safeguarding policy has also been reviewed and is in the process of being re-launched with staff; this is scheduled to start on the 20 November 2013.

Managers have introduced re-designed hard bound books in which to record any use of restraint including feedback comments from young people and staff. The new records now hold all of the information required. There were two entries made in the new record book, however the entries were not signed or dated by the person making the entry nor countersigned by senior managers, as a result it is not possible to confirm if the entries were made within 24 hours of the incident. As a result the requirement will be repeated.

The home is currently without a Registered Manager; however an application has been submitted to Ofsted in respect of the current house manager who has been acting as manager for a considerable period of time.

As a result of these actions four of five actions made as a result of the investigation have been met, however while one is met by the introduction of new records the records were not signed or dated.

In addition to the work outlined above, most young people continue to make satisfactory progress. Most, though not all placements, are achieving successful outcomes. Most feedback is positive.

Young people's education continues to improve and in some cases exceed expectations. Young people's health needs are well met

Most young people have positive relationships with staff and say they feel safe and are well looked after. They are consulted about the day-to-day running of the home through regular house meetings and one-to-one meetings with key-workers.

Young people benefit from being encouraged and supported to participate in a wide range of community based leisure activities, for example a local running club, youth clubs and community swimming pools. The range of activities available ensures young people develop their social skills and personal skills and interests.

## 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
26 (2001)	ensure the registered person shall not employ a person to work at the children's home unless that person is a fit person to do so (Regulation 26 (1) (a))	01/12/2013
17B	ensure that within 24 hours of the use of any measure of	01/12/2013

(2001)	control, restraint or discipline in a children's home, a written record is made in a volume kept for that purpose of which shall include information listed as items 3 (a)-(i) and 4 (a) and (b) of this regulation. (Regulation 17B (3)and (4))	
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## Recommendations

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

- ensure there is a system in place to monitor the quality and adequacy of record keeping; with specific reference to ensuring they are sufficiently detailed and are signed and dated by the person making the entry (NMS 22.1)
- ensure that the policy on self-administration of medicines is reviewed, specifically that young people who wish to keep and take their own medicines, can do so safely. (NMS 6.14)

## 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*.