

Inspection report for children's home

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<b>Unique reference number</b>	SC062309
<b>Inspection date</b>	27/01/2014
<b>Inspector</b>	Valerie Shephard
<b>Type of inspection</b>	Interim
<b>Provision subtype</b>	Children's home

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<b>Date of last inspection</b>	01/08/2013
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## Service information

### Brief description of the service

This home is registered to provide care and accommodation for up to six children and young people with physical and learning disabilities and complex health needs. The home is managed by a private organisation.

### 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 **good progress**.

This interim inspection has focused on the progress made by the home since the previous inspection when the overall judgement was outstanding. The home has made good progress in all areas which improves the quality of care and outcomes for young people. The home is benefitting from a newly Registered Manager who had previously been the deputy in the home. This appointment has provided consistency and continuity in relation to the running and oversight of the home's operations. This is of benefit to children, young people and the staff team.

Good progress is evident in a number of areas and children and young people continue to achieve outstanding outcomes. For example, for some their motor skills have improved to the extent that they are now able to use a communication aid. As a result this enhances their opportunities to communicate their needs to staff, sometimes for the first time. Some children and young people have maintained excellent health and consequently have not required hospitalisation for a considerable period. Children and young people are benefitting greatly from their education supported by good links with school or college. Some children have just entered school and benefit from excellent support from staff who remain with them

during the day. Others are making excellent progress in their learning, and their social development due to the increased opportunities to make new friends.

Almost all of the children and young people in the home have limited communication skills. Improved consultation methods ensure their views are captured wherever possible. For example, the use of questionnaires provides an opportunity for children and young people to express their opinions. One young person's responses were, 'I am happy with where I live; happy with support from staff; I enjoy going out for tea; I am interested in wheel chair football; I love spicy food; I am kept up to date with my care plan and sign it; I have an adult to talk to if I'm unhappy; I know how to complain. I could not think of anything to make the home better – it's a good place already'.

Some children and young people benefitted from a holiday in the summer. This was a success as a result of superb and scrupulous planning by staff. To ensure children and young people's safety, staff visited the hotel and met emergency service professionals prior to the break. This was to ensure all facilities and services were available and suitable. As a result of this precision planning, children and young people enjoyed their time away with all the necessary safeguards in place.

There is evidence of excellent support from psychological services to help children and young people with emotional and behavioural issues. Effective consultation assists staff to help children and young people where they are emotionally unsettled as a result of events at home. There is also some very creative work undertaken with children and young people who are struggling with particular medical interventions. Staff use soft toys to help children and young people cope better with their anxieties around intrusive but necessary medical interventions.

Safeguarding practices are strong in the home. Due to the nature of the children and young people resident, they do not go missing from home or require physical restraint. There is careful selection and vetting of new staff and volunteers to prevent risk to children and young people. There is evidence of prompt action taken in relation to any complaints or allegations about staff, supporting good safeguarding practices. The environment continues to be physically safe taking into account the particular needs of the children and young people in the home.

As a result of an arrangement with another setting, a young adult volunteer has recently come to work in the home. This arrangement benefits the volunteer as well as the children and young people resident. Effective planning, supervision and review ensure that safeguarding is central feature for all participants. The only shortfall lies in the home's failure to include the volunteer's details in the Statement of Purpose.

The manager has addressed the recommendations made at the last inspection which improves the conditions for children and young people, and staff. These related to the provision of new carpets in parts of the home, the fitting of a work surface suitable for wheel chair users and the undertaking of staff appraisals. The new carpets and flooring have improved the appearance of the home and in the dining area provide a more hygienic surface. The fitting of a low work surface in the kitchen

enhances opportunities for children and young people to prepare food or drinks.

The manager is fulfilling the home's aims and objectives. Quality assurance systems are in place with the timely completion of reports under Regulation 33 and 34. However, there has sometimes been a delay in the submission of these reports to HMCI. As a result the regulatory body has not had full oversight of the home's operations and the quality of care provided. The manager is about to enrol on a course which will result in a recognised management qualification. This will ensure she is suitably qualified in accordance with the new regulations and standards. Staff benefit from regular supervision which supports them to care effectively for children and young people. In addition, a rolling programme of appraisals is now in place to support the development needs of staff. This ensures a reflective account of their progress and achievements and identifies future training and development needs. Training is given high priority in the home and this ensures staff have the necessary skills to care effectively for children and young people with complex health and medical needs.

The home continues to provide an excellent environment for children and young people to live in. The large lounge and dining area is the central hub of the home. Despite the presence of a range of medical equipment and aids, the surroundings are bright, cheerful and homely.

## **Areas for improvement**

### **Recommendations**

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

- ensure the information required under Schedule 4 is included in the Statement of Purpose most notably details of any volunteers who are working in the home. (Volume 5 (2)(15))
- ensure that reports under regulation 33 and 34 are sent to HMCI within 28 days of completion (Volume 5 (3.13)(3.14))

## 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*.