

Inspection report for children's home

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<b>Unique reference number</b>	SC046524
<b>Inspection date</b>	11/02/2014
<b>Inspector</b>	Paul Taylor / Ann-Marie Born
<b>Type of inspection</b>	Interim
<b>Provision subtype</b>	Secure Unit

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<b>Date of last inspection</b>	03/10/2013
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## Service information

### Brief description of the service

This secure children's home is operated by a local authority and is approved by the Secretary of State to restrict young people's liberty. Education is provided on site.

The children's home can accommodate up to eight young people, who are aged between 10 and 17 years. Admission of any young person over the age of 10 but under 13 years of age requires the approval of the Secretary of State.

### 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 October 2013, the overall effectiveness was judged as good. Two requirements and two recommendations were made. These have now been addressed.

Young people make considerable progress in developing an understanding of their behaviours, how past life experiences have influenced their emotions and behaviours and how to act more appropriately. Some individual behaviour management plans for have included a significant use of single separations. These are in response to some very challenging behaviour.

Prior to the inspection concerns had been raised relating to strategies used in the home to manage the behaviour of some young people. As a result of this the home commissioned an independent external review to examine practice. The concerns

were also considered during this inspection.

The home were not recording as a single separation when a young person had been told to stay in their room, with the door open, but with a member of staff standing in the doorway to prevent their exit. Staff state that they use this time to positively engage with young people and encourage them to reflect on their behaviours. A staff member stated: 'when you look at (name), she has thrived under this situation. She has learnt by us doing this with her that she does not need to be aggressive or violent to get staff attention'. These events have been recorded, but not as single separation. Therefore there has not been an accurate reflection of the number of times single separation has been used.

The new manager has addressed this issue and made clear the expectation regarding practice. The expectations of the recording have been re-drafted in the policy on single separation but this has not yet been finalised and embedded. A recommendation is made regarding this practice to ensure that the all members of staff understand the importance and implement the policy and requirement.

The effectiveness of sanctions imposed on young people is now recorded and evaluation of this process has improved. Behaviour management and individual strategies for young people are now reviewed to assess their relevance and effectiveness. For example, case discussions involving the Children and Adolescent Mental Health Service (CAMHS) take place regularly so that strategies can be reviewed and discussed. Additionally, senior members of staff now comment upon and review occasions where young people have been separated from their peers after their behaviour has been assessed as too risky for them to be part of the group. The separation of a young person and period now needs approval from senior members of staff. This ensures the measure is carefully thought rather than being a blanket approach and monitored.

The home now has a development program which ensures that all members of staff, particularly newer members of the team, have training in safeguarding and equality and diversity. Additionally, members of staff have also been trained in areas such as child sexual exploitation. This broadens their knowledge and understanding of key issues relevant to their work in the home.

Young people trust staff and feel safe in the home with their individual, needs are met. A young person wrote: 'I actually think staff are willing to give me that help I need. I just want to say that I feel safe here and I want to work with these staff, they're great and I know deep-down they want to help. I feel like they understand me and they're like a proper family'.

Two recommendations relating to the provision of care made at the last inspection have been met. These related to searches and completion of records in a numbered and bound book. Searching of a young person is now only conducted following a risk assessment which takes into account all factors. This helps to ensure that young people's safety is promoted while protecting their dignity and privacy. In addition the home now ensures that any records of single separation are kept in bound books

which have numbered pages. This ensures that all records are made in a permanent hard record and cannot be altered after they have been written.

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The home currently has an acting manager who is applying to Ofsted to become the Registered Manager. He has the appropriate qualifications and experience and has worked in the home for a number of years. The management team has seen other significant recent changes and has recruited a number of new staff. This has not compromised the quality of care which continues to be supportive to the young people. The acting manager is fully aware of the strengths and weaknesses of the home and has plans, such as training programs, to develop the skills and competencies of the staff team.

Feedback from young people is unanimous that they feel safe living in the home. Comments from parents of young people and from professionals are also very complimentary about the positive impact the home has had. Comments include 'the

changes in my child going there to now is unbelievable, never thought I would see it ' and ' I know what is happening all the time and that she will make progress there. It is such a good place.'

Young people's views are clearly valued and they have numerous opportunities to voice how they feel they are being cared for. Their views are also included in the monthly monitoring visits carried out by external managers. These reports however, have not included the views of parents. This misses an opportunity to hear the views of significant stakeholders, especially when it could further underpin positive outcomes.

The home has not consistently recorded the views of young people when a sanction has been imposed. At times this is because the young people have not wanted to comment but this fact has not been recorded. Young people however are confident in expressing their views and their behaviour is discussed in one to one sessions with their key workers.

## 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
33 (2001)	ensure the person carrying out the visit under the regulation, interviews with their consent and in private, such of the children accommodated, their parents, relatives and persons working at the home as appears necessary in order to form an opinion of the standard of care provided (Regulation 33(4)(a))	31/03/2014

### Recommendations

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

- ensure the home has a clear written policy on managing behaviour, which includes supporting positive behaviour, de-escalation of conflicts, discipline, control and restraint, that staff understand and apply at all times. (This is in relation to clarifying in a policy the times when staff have to record when a period of single separation has occurred.) (NMS 3.3)
- ensure that where any sanctions, disciplinary measures or restraint are used children are encouraged to have their views recorded in the records kept by the home. (This is in relation to consistently recording young people's views when

sanctions have been imposed.) (NMS 3.18)

## 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*.