

Inspection report for children's home

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<b>Unique reference number</b>	SC060327
<b>Inspector</b>	Brian Mcquoid
<b>Type of inspection</b>	Full
<b>Provision subtype</b>	Children's home

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<b>Registered manager</b>	Keith Darren Manning
<b>Date of last inspection</b>	25/02/2014

<b>Inspection date</b>	02/07/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

<b>This inspection</b>	
<b>Overall effectiveness</b>	<b>good</b>
Outcomes for children and young people	good
Quality of care	good
Keeping children and young people safe	good
Leadership and management	good

## Overall effectiveness

Judgement outcome	<b>good</b>
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The overall effectiveness of the home is good with positive outcomes being successfully achieved for young people. Young people have positive experiences, enjoy their stays, feel safe and have very good relationships with the staff who care for them. Care planning processes effectively support the delivery of highly personalised care and help ensure that the varied and sometimes complex needs of individual young people are met.

Seeking the views of young people and providing them with choice in their everyday lives is an integral aspect of the way the home operates. The views of parents and placing authorities are sought routinely on a regular basis and they have a high regard for the service and the care provided. Staff enjoy working at the centre, they have a good understanding of safe working practice, and meet the needs of young people very effectively.

There is a newly-appointed manager in post who ensures that the home runs smoothly, and who has clear plans for developing and improving the service. There are no breaches of regulations or failures to meet standards that are having an adverse effect upon the welfare of young people. The recommendations arising from the inspection relate to the recording of night time observations, and evidencing of consultation with young people.

## Full report

### Information about this children's home

The service provides short breaks for up to five young people with learning difficulties, sensory impairment or physical disabilities. It is provided by a local registered charity.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
25/02/2014	Interim	good progress
21/08/2013	Full	good
08/01/2013	Interim	good progress
03/05/2012	Full	outstanding

### What does the children's home need to do to improve further?

#### Recommendations

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

- improve the recording of how young people's views and wishes are acted upon during their daily lives at the centre (NMS 1)
- ensure that night-time checks on young people are recorded in more detail (NMS 6)

## Inspection judgements

### Outcomes for children and young people **good**

Outcomes for young people at the home are good. They are very happy staying there, they feel safe and well cared for and they develop and sustain very good relationships with the staff who look after them. Staff treat young people with respect as individuals, adopting an approach which helps them maintain and develop a positive view of themselves. Young people are consulted as much as possible about matters affecting them, for example their views have influenced decisions about improvements to the soft play/sensory area. They are also encouraged and supported to maximise their ability to do things for themselves, for example making their own packed lunches to take to school or college, and assisting with meal preparation.

Young people's attendance at school or college is very good and is fully supported and promoted by staff at the home. Established and positive links with education benefit young people greatly and help to ensure their educational progress is sustained while accessing the service. Social activity is encouraged and young people enjoy participating in a wide range of activities, both within the home and in the community. Trips to local parks, to the cinema and shopping in the nearby town are all examples of this. Young people are well prepared and supported for any transitions in their life such as moving from school to college. Relationships with parents are extremely good and they are fully involved in the care of their children while at the centre. 'I have always felt involved in the centre and the staff are outstanding, caring and professional at all times', was a response received from one parent.

### Quality of care **good**

The quality of care provided for young people is good, with their welfare central to practice within the home. High quality individual plans which are signed off by parents support the delivery of personalised care for young people who have diverse and in some cases very complex needs. Young people enjoy positive and beneficial relationships with the staff who care for them. 'It is an excellent centre and the staff are all lovely and very caring, our son is always happy to go there', was a response received from one parent. Providing young people with choice is an integral aspect of how the home operates, and consulting with them about the development of the soft play/sensory area is an example of how they influence events within the centre. There is however a need to better evidence the consultation process with young people.

Parents and professionals are surveyed annually and have a high regard for the service and the care provided for young people. Responses from the 2014 survey

were overwhelmingly positive. 'Friendly supportive staff, care is excellent, she has a wonderful time, staff treat young people with respect and dignity, and they maximise their independence skills', are some examples of the positive comments from parents. Comments from professionals involved with young people included, 'loving caring atmosphere, child focussed, young people have fun, their independence is promoted, the care is tailored to individual needs, and they are good at advocating for young people'. The home has positive and constructive relationships with educational establishments that benefit young people by helping to ensure a consistency of approach across settings.

Parents retain primary responsibility for meeting their children's health needs, however the home provides a healthy environment where there is very good provision for addressing the specific health needs of young people. This includes having clear protocols in place for those young people who have epilepsy; staff receiving child specific training, and there are good working relationships with the health professionals involved. The arrangements for the management and administration of medication are safe and effective, with staff being appropriately trained. Young people enjoy a range of activities which are available to them both within the home and in the local and wider community. A soft play/sensory room and a newly installed trampoline in the garden are well used by young people and there are lots of displays of young people's work around the home. Going shopping, trips to the cinema, and to the local parks are some examples of community activities.

The home's location and design are well suited for its purpose and the standard of accommodation and facilities is extremely good. There is easy access to a range of community facilities and the local town is a short distance away. All young people have their own rooms while they are staying which are always the same one, and which are able to be personalised should they wish to. Staff are able to communicate very effectively with young people, including those who are non-verbal, and are proactive in encouraging and supporting them to make progress in different areas of their lives. All have identified targets included in their plans and in some instances young people are working on an accredited programme of life skills with support from staff. Specific needs associated with diet, health, culture and religion are well met within the home. One young person having daily prayers is an example of this.

### **Keeping children and young people safe    good**

Provision for ensuring the safety of young people is good. The home provides a safe and secure environment within which young people feel safe and where they are suitably protected from harm. Programmes of respite are organised so as to ensure compatibility as much as possible and also to facilitate friendship groups. Bullying or targeting type behaviours are not a problem in the home and parents are wholly confident that their children are safe and well cared for while accessing the service. 'I feel confident that my child will be well cared for there and kept safe', was a response from one parent. Staff are very aware of the specific vulnerabilities of

individual young people and respond accordingly. All young people have detailed risk assessments which identify strategies to minimise the risks that they present and include such measures as one-to-one staffing for some young people to ensure they are safe at all times. Safeguarding training is undertaken by all staff and there is a culture of transparency within the home where young people's welfare is paramount and where practice issues are discussed and reflected upon openly. There have been no child protection related incidents at the home since the previous full inspection during August 2013.

Staff successfully adopt a positive approach to managing young people's behaviour. There have been no sanctions used since June 2006 and only five low level physical intervention incidents since August 2013. The home has an established and positive relationship with the local police, and there have been no incidents of any young person being missing from the home, no complaints received since 2011 and no significant events requiring Ofsted to be notified. Staff are trained in behaviour management techniques, they know each young person intimately and manage any incidents of challenging behaviour extremely well. The premises are suitably safe and secure with good arrangements for monitoring and addressing all matters associated with health and safety, including staff carrying out daily safety checks. Specialist equipment, such as hoists, are serviced regularly and the electrical and gas installations are inspected at the required frequencies. Provision for fire safety is good with all checks and tests carried out as required and regular fire evacuation practices taking place. Recruitment procedures at the home provide for the careful selection and vetting of new staff and are being implemented effectively.

## **Leadership and management**

**good**

Leadership and management of the home is good. Since the last inspection of 25/02/2014 a new manager has been appointed and registered with Ofsted. The person concerned has extensive residential childcare experience, has an NVQ Level 4 management qualification and is currently working towards the Level 5 Diploma in Leadership and Management. Staff are positive about the new appointment and the home has continued to operate smoothly and effectively on a day-to-day basis since the new manager took up post. A staffing shortage has seen some respite care arrangements being cancelled, however staffing levels are now much improved and there have been no cancellations now for a number of weeks. The new manager has a good understanding of the service and has clear plans to develop and improve the provision. Positive feedback from parents and professionals show that the home is clearly meeting its stated aims and objectives for young people and their families.

The home has a comprehensive development plan and improvements and initiatives since the previous inspection have included the refurbishment of the kitchen, a new trampoline installed in the garden, and a family 'Day to Remember' event being held on the premises. The event was funded by a local charitable organisation and was a huge success with young people and their families, and others who attended. The

home has established excellent links with the local community over the years and is frequently the recipient of charitable donations from local organisations. The new manager successfully organised a coffee morning and evening shortly after his appointment, with parents and professionals invited to come along and meet him. The home has a good track record of addressing requirements and recommendations from previous inspections and has satisfactorily addressed the one requirement from the last inspection. The home is adequately resourced and provides an environment for young people which is maintained to a high standard.

Staffing levels at the home are sufficient to meet the needs of young people both day and night. Night waking staff monitor young people through the night, however records of this need to be more detailed. Staff very much enjoy working at the home and feel part of a supportive team. They receive good support and sufficient training which enables them to provide good quality safe care that meets the diverse needs of young people. Child specific medication and seizure management training is an example of this. There is effective monitoring of the service with regulation 33 and 34 reports being submitted to Ofsted as required and the manager carrying out monitoring as detailed under schedule 6. The home has positive and constructive relationships with parents, and with external professionals involved with young people, and routinely seeks their views on a regular basis. 'The support has been invaluable', and 'a hugely helpful resource', were comments received from a parent and social worker respectively.

## What inspection judgements mean

Judgement	Description
Outstanding	A service of exceptional quality that significantly exceeds minimum requirements.
Good	A service of high quality that exceeds minimum requirements.
Adequate	A service that only meets minimum requirements.
Inadequate	A service that does not meet minimum requirements.

## Information 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 main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the framework of inspection for children's homes.