

Inspection report for children's home

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<b>Unique reference number</b>	SC038719
<b>Inspector</b>	Shaun Common
<b>Type of inspection</b>	Interim
<b>Provision subtype</b>	Secure Unit

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<b>Registered person</b>	Hampshire County Council
<b>Registered person address</b>	Hampshire County Council The Castle WINCHESTER Hampshire SO23 8ZB
<b>Responsible individual</b>	Susan Lomax
<b>Registered manager</b>	POST VACANT / John Arthur George Stacey
<b>Date of last inspection</b>	19/03/2014

<b>Inspection date</b>	23/06/2014
Previous inspection	adequate
Enforcement action since last inspection	There has been no enforcement action since the last inspection.

## This inspection

This home was judged adequate at the last full inspection. At this interim inspection Ofsted judge that it has **improved effectiveness**.

At the last inspection of the home, three recommendations were made. All have been fully addressed. This demonstrates the home's capacity to improve the quality of care provided for the benefit of young people.

The registered person was asked to ensure that the key to the medication cabinet is secured in accordance with homes policies and procedures. The key is now secured in an appropriate manner. The registered person was also asked to further improve procedures for countering risks of self-harm or suicide. The procedure has been improved and staff now undertake searches of children's bedrooms when levels of risk increase and in line with the revised risk assessment. This helps to keep young people safe. They were asked to ensure information about all young people is recorded clearly so that files evidence the progress young people have made while living at the home. Records have been updated and revised and now show clearly the progress young people make. Young people are able to make sense of their care and history.

The Registered Manager left post on 31 March 2014. A new manager was appointed by the local authority and started work in the role on 1 April 2014. The new manager has applied to Ofsted to be registered and checks are in progress. The new manager, supported by the local authority, has a clear plan to ensure the home improves. Part of that plan has meant the home has reduced the number of placements currently available to a maximum of eight. This is a temporary measure to enable the new manager to plan effectively to develop solid and effective service provision for young people.

Young people present in a relaxed, happy manner. Staff report that the recent reduction in numbers has improved group dynamics so that there is 'less tension'

between young people. The interactions between staff and young people are also much more positive. The well-being of young people is improved because they live in a calmer, more nurturing environment.

The home is more effective in addressing the needs of young people who self-harm or present a risk to themselves through their behaviours. Monitoring of vulnerable young people is now more robust. This means that young people's safety and wellbeing are improved. The home also helps young people to manage their emotional responses so that they learn to take responsibility for their own safety. Outcomes are positive as young people's risk taking behaviours reduce to the extent that they are able to return to community living. Young people stated that the home does all it can to prepare them to return to the community. Transition arrangements are good. For example, they give young people who are moving into children's homes the opportunity to meet the staff and other residents. A young person stated that they have particularly benefitted from the opportunity to have overnight stays prior to discharge.

Each young person has an identified team to oversee the implementation of their care plan. However, because direct work undertaken with young people is not always well recorded, the home is not able to demonstrate as well as it can, that some care plan objectives are being addressed. This has not significantly impacted on the quality of care provided.

There have been a number of notifications since the last inspection. It is clear that analysis from incidents is undertaken robustly and lessons are learned in order to safeguard young people and to improve the care provided. Processes and procedures are changed and improved as a result of the learning from incidents.

There has been one child protection referral made to the local authority safeguarding team since the last inspection. This matter was not related to any occurrence at the home. The incident was referred in a timely manner and all relevant people were informed as required. Full records are kept by the home to show the details and actions taken.

There have been incidents of physical restraint since the last inspection. Records are robust and closely monitored by the manager. The management team review all incidents of restraint via closed-circuit television. This ensures practice is appropriate and any themes, patterns or trends and learning are identified and acted upon.

Young people have access to the complaints procedure. Forms are freely available and they have the means to complain directly to managers without referring to staff. They can make telephone calls to relevant people to raise any concerns they may have. Complaints are fully recorded, though some records lack clarity as to the outcome. However, the manager has already identified this issue and is in the process of re-examining all complaints to ensure that young people are spoken with about their concerns and are happy with the outcome.

Monitoring systems have improved and are increasingly consistent. An independent person visits the home each month and assess the quality of care provided, making recommendations where appropriate to support improvement. The manager robustly monitors records, practices and procedures. In addition to the required monitoring systems, the manager has introduced a 'Performance Action Group'. This is a regular meeting held with the management team that assesses and examines practice and recording systems in a number of areas. The process identifies areas of concern or shortfalls in practices and ensures action is taken to address these to improve care provision. This system has proved beneficial and had a positive impact on improving the processes, procedures and care provided.

The home has established working partnerships in place that ensure young people receive appropriate services and care to meet their needs. Among others, there are good links with the local authority, the Youth justice Board, placing authorities, police, the Local Safeguarding Children Board and health services.

## Information about this children's home

This secure children's home is managed by a local authority. It is approved by the Department for Education to restrict young people's liberty. As well as the living accommodation, education is provided on site in dedicated facilities.

The children's home can accommodate up to 16 young people, who are aged between 10 and 17 years. Up to four young people who have received a custodial sentence can be placed at this home by the Youth Justice Board. Other young people are the subject of Section 25 of The Children Act 1989 and placed by local authorities. Admission of any young person under section 25 of The Children Act 1989 who is over the age of 10 but under 13 years of age requires the approval of the Secretary of State.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/03/2014	Full	adequate
22/01/2014	Full	inadequate
31/07/2013	Full	adequate
22/11/2012	Full	adequate

## 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):

- ensure that each child's placement plan is monitored by a key worker who ensures that the plan is implemented in the day-to day care of that child; specifically, ensure key-workers record individual sessions that they have with young people that are linked to care planning. (NMS 25.2)

## **What inspection judgements mean**

At the interim inspections we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

## **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.