

Inspection report for children's home

Unique reference number	SC396813
Inspector	Paul Taylor
Type of inspection	Full
Provision subtype	Residential special school (>295 days/year)

Registered manager	Sheila Perou
Date of last inspection	06/03/2014

Inspection date	09/07/2014
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Previous inspection	good progress
Enforcement action since last inspection	none

This inspection	
Overall effectiveness	good
Outcomes for children and young people	outstanding
Quality of care	good
Keeping children and young people safe	good
Leadership and management	good

Overall effectiveness

Judgement outcome	good
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Full report

Information about this children's home

This setting is owned by a charity and is registered to accommodate 50 children and young people with physical disabilities, complex health needs and learning disabilities. On site is a non-maintained special school catering for children and young people aged three to 19 years with complex special needs. A team of nurses, therapists and specialists, funded by the Primary Care Trust, is also based on site and provides medical support.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
06/03/2014	Interim	good progress
09/12/2013	Full	good
08/02/2013	Interim	satisfactory progress
10/10/2012	Full	good

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

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
34 (2001)	ensure that the system referred to in paragraph (1) shall provide for consultation with children accommodated in the home, their parents and placing authorities. (Regulation 34(3))	29/08/2014

Recommendations

To improve the quality and standards of care further the service should take

account of the following recommendation(s):

- ensure that there is a written record of all medication, treatment and first aid given to children during their placement. This is in relation to members of staff using the most up to date system to record how any medication issues have been addressed. (NMS 6.15)

Inspection judgements

Outcomes for children and young people **outstanding**

Young people benefit immensely from their placement at this home. They receive support and nurturing. Young people benefit immensely from their placements at this home. They receive support and nurturing underpinned by caring relationships. They are able to pursue active and fulfilling lives. A parent commented: 'Some of the things they do are fantastic.' Examples of activities in which the young people take part include scout groups, camping, horse riding, cycling, swimming and outings in the community. The activities on offer to the young people enable them to be an active part of their communities. Their disabilities are not seen as a reason for the young people to be isolated or to miss out in any way. One young person commented: 'I've got friends here, I like it.'

Young people benefit from the health care available to them. Swift access to specialist services ensures that any concerns are addressed. For example, if young people have problems with wheelchairs or adapted equipment specialists on site can rectify these promptly. This ensures that young people's quality of life is not compromised.

Young people have excellent levels of attendance at school. Individual targets are set and the young people are able to achieve these and experience levels of success. Targets are shared between school and the home. Examples include being able to swim a width across a swimming pool or being able to use a trike unaided. These are significant achievements given young people's disabilities and starting points at the time of admission.

Young people are able to contact their families using information technology as well as by telephone. For example, video links via computers and electronic tablets enable young people to see the people they are speaking to. This further improves their links with their communities and families.

Young people are able to develop their independence. While they may not be able to live independently, they are enabled and supported to develop self-care and mobility skills. An example of this is being able to learn how they can control their own powered wheelchairs. Other examples include increasing their ability to feed themselves and assisting with their own washing and dressing. As a result of this they increase in confidence.

Quality of care

good

Relationships between members of staff and the young people are warm and very supportive. Staff are observed to be caring and sensitive to young people's moods and needs. Bespoke, detailed care plans outline how each young person prefers to be cared for. Each young person's needs are known, including those related to their background, culture, religion and disability. As a result of this, members of staff are knowledgeable about all the young people in their care and how to meet their needs.

Young people have numerous individuals with whom they can communicate and express their feelings. Each young person's preferred method of communication is known and staff receive specific training in this. In some cases this is unique to the individual young person. For example, deaf/blind young people may use objects of reference as well as having individually developed communication methods. Members of staff are then trained to work with these particular young people.

Young people also have access to an independent advocate and advocates from their local authorities, as well as to their parents and social workers. Members of staff are also seen to advocate on behalf of young people. The home ensures that they are able to understand the young people in their care. This ensures that each young person has a voice in the running of their home and the care they receive.

Young people receive good health care. They have access to numerous specialist services on site. The multi-disciplinary approach ensures that each young person has their complex needs met. Specialists available include nurses, physiotherapists, speech and language therapists and occupational therapists. This ensures that each young person can be assessed on an ongoing basis and their changing needs met effectively and efficiently.

There are good systems in place to ensure that young people receive the correct medication. All members of staff who administer medication are trained and supervised before being assessed as competent to do so. Errors are rare. A new system has recently been implemented to ensure that any issues regarding recording or missed doses can be quickly addressed and rectified. This has not become embedded in practice yet. For example, a misreporting of medication had been rectified but not recorded in this system. The information had been recorded elsewhere and although there had been no risk to the young person and the medication had indeed been administered, the new system had not been used effectively in this case.

All young people attend the school on site. Attendance is excellent and close communication is maintained between the home and the school. This ensures information about any changing needs, such as with a young person's health, can be shared effectively. Targets for achievement are in place for each young person. These are set at a level commensurate with their abilities so that they are achievable and realistic. As a result young people progress and experience success.

Keeping children and young people safe **good**

Young people have their safety promoted and protected to a good standard. All members of staff receive training in safeguarding and know what to do and who to inform if they have concerns about a young person's well-being.

There is a Safeguarding Steering Group based on site which includes senior members of staff from different disciplines, including teaching, care and medical staff. They meet to review practice, training and specific concerns in order to ensure robust analysis and consistent practice. External professionals, such as the Local Authority Designated Officer (LADO) also attend the meetings to ensure that practice is open to review and so that external points of view and wider knowledge are made available. This approach means that practice can be reflected upon, and guards against complacency.

Safeguarding issues are shared promptly with the correct agencies so that they can be appropriately investigated and resolved.

Members of staff are aware of how the young people's behaviours can affect others. For example, how a young person screaming or shouting can possibly upset another young person. While this is not intentional bullying, the staff are aware of dynamics in the groups and manage them so that the young people are kept safe and are not distressed by others' actions.

No young people have gone missing from the home. There are clear protocols to follow if this occurs. The disabilities of the young people mean that they would be extremely vulnerable if they were missing. The staff are acutely aware of this and so ensure that young people are not left unattended and do not leave the premises without support.

A robust recruitment procedure ensures that all new members of staff have background checks carried out on them prior to them starting work in the home. This ensures that only adults with appropriate histories work with the young people.

The home is suitably equipped to provide the correct levels of support to the young people. Specialist equipment is available, including hoists, standing boards and wheelchairs. There is a team of engineers on site who work with physiotherapists and occupational therapists to ensure that specialist equipment meets individual needs.

The home is comfortably furnished and each young person is able to personalise their room so that they can feel at home and relaxed.

Leadership and management **good**

Management of the home is good. There is suitably qualified and very experienced registered manager who has been in post for over five years.

There are clear and effective systems in place to monitor and respond to complaints made by the young people or on behalf of them. Clear records show how the complaint has been resolved. This ensures that practice can be reviewed and improvements made.

The home has a statement of purpose as well as a website that sets out its objectives and how it meets the complex needs of the young people. This ensures that placing authorities, professionals and carers are aware of what to expect if they place a young person at the home.

There are good systems in place to monitor care, reflect on practice and to address any shortfalls. The home has an independent visitor who carries out monthly visits as required by Regulation 33. These are thorough and identify any shortfalls. The manager then evidences how these have been addressed. For example, if any area is identified in need of refurbishment, the manager creates an action plan with timescales to rectify the shortfall.

The manager also reviews the quality of care on a quarterly basis. These reviews include the views of the young people but do not consistently include the views of parents or placing authorities. While this shortfall does not impact on the well-being of the young people, it does not collate the wider views of stakeholders.

Young people's needs are thoroughly assessed and this information is used to identify staffing needs in order to support them. Some of the young people require assistance on a one-to-one basis and staffing levels are sufficient to achieve this.

All members of staff undergo varied training to ensure that they have the knowledge to underpin their practice. The training also ensures they have the skills to provide good levels of care. Training includes areas such as medication administration, basic life support, epilepsy, gastrostomy, communication and the environment as well as manual handling and intimate care. Members of staff also undertake formal training such as the Diploma in Health and Social Care. A thorough induction program prepares new members of staff for their role. 'Training is great, we get loads,' commented a member of staff.

The home's records give a good history of each young person's time there and how they have progressed and benefited from their placement.

All significant events are promptly reported to the relevant agencies as well as carers to ensure that practice can be monitored by external professionals. This encourages transparency and openness.

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.

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