

Inspection report for children's home

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<b>Unique reference number</b>	SC470645
<b>Inspector</b>	Gwen Buckley
<b>Type of inspection</b>	Full
<b>Provision subtype</b>	Children's home

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<b>Registered person</b>	Surecare Residential Limited
<b>Registered person address</b>	19e North Street, 2nd Floor Bishops Stortford Hertfordshire CM23 2LD
<b>Responsible individual</b>	Simon Peter Barr
<b>Registered manager</b>	Karen Savill
<b>Date of last inspection</b>	29/05/2014

<b>Inspection date</b>	23/07/2014
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Previous inspection	inadequate
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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Staff are very motivated to ensure the care provided brings about improvements in a young person's life. The staff team consists of a dedicated caring manager and staff team who work well with others to ensure care provided meets individual needs. Young people are positive about the staff, they can talk with them if they are upset and know that staff want them to do well in life.

Attendance at education services reflects individual circumstances and staff work well with education staff to ensure they support the young people by providing leisure activities linked to what they are learning at school. Young people are excited and looking forward to the holiday in the summer.

Support for young people to maintain contact with those people who are important to them is very well managed. The young people are engaging well with the independence programme in place, which is linked to an incentive scheme.

All the previous requirements have been met. As a result, of this inspection, good practice developments are needed to: the process for risk assessments; involvement of young people in the recruitment process; clarity that the staff induction process meets the Children's Workforce Development Council standards and the publication of the Statement of Purpose is required.

## Full report

### Information about this children's home

This children's home is owned by a small private organisation. It is registered to provide care and accommodation for up to 4 young people who have emotional and behavioural difficulties and learning disabilities.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
29/05/2014	Full	inadequate

### 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
4 (2001)	ensure where a children's home has a website, the registered person shall ensure that a copy of the statement of purpose is published on that website unless the registered person considers that such publication would prejudice the welfare of children cared for in the children's home. (Regulation 4 (2A))	30/09/2014

### Recommendations

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

- ensure where practical children are involved in recruitment of staff (NMS 16.8)
- ensure the induction process reflects the Children's Workforce Development

Council's induction standards (NMS 18 (3))

- ensure practice in the home implements a proportionate approach to any risk assessment. This specifically relates to the recording of 'dynamic' risk assessments undertaken. (NMS 4 (5))

## Inspection judgements

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

The views of young people are regularly sought; staff value young people's contributions and have made changes to practice in the home. As a result, young people feel respected and able to influence many aspects of practice such as menus, weekly activities and holiday arrangements. The holiday this summer provides new experiences for some young people: their first time in a plane; first time abroad and horse riding along a beach is planned. Young people are particularly excited and looking forward to this holiday.

External professionals state, 'Staff are really proactive and do a great job.' Staff challenge unwanted behaviour and language and have high expectations for young people. Young people are proud of how they have developed as individuals during their time at the home. They are encouraged to make friends in the community and their friends visit them. Staff work flexibly with social workers and family members to ensure young people's visits to family are well-managed enjoyable experiences.

Staff regularly give praise, support and encouragement to young people building young people's confidence. This raises their understanding of what they can achieve which gives them a sense of being valued. There are good opportunities for young people to develop their personal and social skills such as undertaking voluntary work in stables. Young people manage their own medication when safe to do so and the highly personalised independence living programmes, develops their independence skills building their self-esteem and confidence.

Internet access is available in the home. A wide range of activities is available to young people with some linked to rewards. These include, visits to London, cinema and meals out at their favourite restaurant.

Education placements reflect the differing needs of young people due to ability and age. Attendance at school is good and young people previously not in education attend school and engage well in lessons. Good progress is made by young people with their education. Young people no longer in education are supported to complete job applications and look for different work opportunities, according to individual needs.

### Quality of care **good**

Staff have a clear overview of young people's lives and their unique characteristics and backgrounds. This helps staff provide individualised care to meet presenting needs that can at times be challenging. They demonstrate genuine commitment and

take action to meet all identified needs.

The emotional and physical health of young people is considered extremely important by staff who take effective action to address any concerns. Healthy eating and exercising is actively encouraged and promoted. Leisure activities reflect young people's interests such as walking, horse riding and skateboarding. This ensures that young people with different interests are able to take part in activities they enjoy and challenge them appropriately. As a result, young people learning about the importance of healthy eating and exercise and they are getting fitter and enjoying their leisure time.

The staff team have developed an independent living programme providing opportunities for young people to learn new skills. Young people work effectively with staff to set targets to develop their life skills, these they say are at times challenging but achievable. As a result, they learn to manage things they had previously found difficult and are more confident in their ability to look after themselves. Photographs and other memorabilia are kept and displayed for young people so that they have positive memories of their time at the home.

The home is a comfortable, clean and safe environment. Furnishings are of a high standard and each young person has a large bedroom, which they can personalise to reflect their individual character. Safety checks take place as required and maintenance issues are addressed quickly.

The education provided for young people is in line with their differing needs. Liaison between education staff and staff at the home is good. This ensures the young people are effectively encouraged to take part in activities that support their education such as working as a volunteer in a stable.

Young people know how to complain and say, 'Grumbles are heard and sorted.' When support is needed to help young people express their views, an independent person is appointed by the home. Young people say staff support and help them think about what they might say in their reviews. One young person stated, 'My key worker is great. I have staff I can talk with if I am unhappy, I feel safe and cared for here.'

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

There are good links with the local police and staff know what they need to do if a young person goes missing. The local community police officer visits the home informally to talk to staff and get to know the young people. Good working arrangements with the local police keep young people safe and help young people to understand the consequences of their behaviour.

Staff give a high priority to safety; staff have first aid training and some young

people have a first aid qualification. Health and safety training is provided; staff and young people are clear about evacuation procedures and safety in the home. A wide range of risk assessments are in place helping to reduce risk young people are exposed to. Some of the risk assessments require staff to undertake a 'dynamic' assessment prior to an activity. This is to look at the individual circumstances presenting at the time. They were seen to discuss this prior to an outing and take action to reduce any risks, but the decision making process was not recorded.

Young people report there is no bullying; they feel very safe, secure and well cared for. They report there is always an adult to whom they can turn for support and a 'chat'. Staff have an excellent understanding of child protection issues and are aware of the actions to take if they have any concerns. Young people report that they all have a duty to ensure everyone is safe at the home. They make a point of supporting other young people in the home and at school and if needed let staff know of concerns they have.

Staff recruitment procedures ensure only people suitable to work with young people are employed. Young people are not involved effectively in the staff recruitment process. There is an induction process in place and staff shadow experienced staff when they first work at the home and after that supported by colleagues and the Registered Manager. However, the home is unable to show that the induction process is in line with the Children's Workforce Development Council's induction standards.

Staff have good relationships with young people and skilfully use humour with young people. This promotes good behaviour in the home and helps divert young people from risk taking behaviours. The frequency with which young people display risk taking behaviours has significantly reduced since they have been at the home. The quality of relationships between staff and young people reinforces the positive, respectful atmosphere in the home.

Restraint is only used as a last resort and sanctions seldom used. Young people say restraint is only used to keep them or others safe and when sanctions are imposed, they feel they are fair.

## **Leadership and management**

**good**

The home is well managed. The Registered Manager is very experienced and staff feel listened to. The Registered Manager has suitable qualifications; she has obtained a National Vocational Qualification at Level 4 in both management and health and social care. Staff and young people say she and team leaders are very approachable and always there for them.

This inspection took place following an inadequate full inspection in May 2014. The four requirements made at that inspection have all been met. This means fire safety,

monitoring of practice and staff recruitment procedures have improved and help to keep young people safe. The behaviour management policy guidance has been updated.

There is a development plan in place and internal monthly quality checking processes are effective. Systems are in place to ensure staff practice is monitored and action taken to address any shortfalls. Staff have been assigned different responsibilities such as, developing the independent life skills programme and engaging young people in menu development, shopping and cooking. The manager is aware of the strengths and has a clear vision about the future of the home.

The Statement of Purpose sets out the aims and objectives for the home and practice in the home reflects these. The home has a web site but the Statement of Purpose is not published on this. The young person's guide is available to help them understand what their stay will entail. If needed it is provided in other formats and languages and staff will explain it to the young people.

All staff in the home are well trained to care for young people. They have regular training opportunities and access to a psychologist supports them to provide care focused on individual needs. All care staff have the National Vocational Qualification at level three or are undertaking Children's and Young People's Workforce Diploma at level three. Staff receive regular formal supervision and consider they are well supported by the manager.

Significant events are reported to Ofsted and placing authorities. Child protection referrals are made or LADO consulted when required to help keep young people safe.

External Regulation 33 visits take place as required and Regulation 34 quality monitoring reviews take place and reports sent to Ofsted. These show that the manager is aware of the strengths and weaknesses in the home. Plans are in place to develop areas they could improve, such as the independence planning which is new and will be evaluated to ensure it is meeting specific needs and decoration of the home, which is ongoing.

## 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.