

Inspection report for children's home

---

<b>Unique reference number</b>	SC036732
<b>Inspector</b>	Judith Longden
<b>Type of inspection</b>	Full
<b>Provision subtype</b>	Children's home

---

<b>Registered person</b>	Nottinghamshire County Council
<b>Registered person address</b>	Nottinghamshire County Council, County Hall Loughborough Road, West Bridgford NOTTINGHAM NG2 7QP
<b>Responsible individual</b>	Vonny Senogles
<b>Registered manager</b>	Lynda Marie Rhodes
<b>Date of last inspection</b>	18/02/2014

<b>Inspection date</b>	07/08/2014
------------------------	------------

Previous inspection	good progress
Enforcement action since last inspection	There has been no enforcement action since the last inspection

<b>This inspection</b>	
<b>Overall effectiveness</b>	<b>good</b>
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	<b>good</b>
-------------------	-------------

This short breaks provision makes a positive difference to the lives of young people and their families. One professional said of the service, 'the work you do for our most vulnerable young people and their families is great.' One of the key strengths is the all-inclusive nature of support and care that is provided for the young people, their parents, carers and families.

Very good work is carried out in preparation for the first visit and this attention to detail continues throughout subsequent visits and short break stays. Staff clearly understand the individual needs of young people. Young people are involved in their care and the running of the home, although the independent visitor does not always consult with them when carrying out their monthly visit.

Young people make exceptional progress. They enjoy a range of challenging and exciting activities that they would not usually have the opportunity to enjoy. Their health and education is promoted and they are encouraged to learn new skills for transition to adult care.

Young people are kept safe because staff are trained and are vigilant. They understand the individual young person and their vulnerabilities and risks. Robust

procedures and policies provide a sound foundation for staff to ensure young people are safe.

Strong leadership motivates the staff and provides a clear direction for improvement. Staff feel supported and benefit from a range of training. The team would benefit from additional first aid training to increase the number of staff with this skill.

There is one requirement and one recommendation as a result of this inspection.

## Full report

### Information about this children's home

The home is run by the local authority and is registered to provide short breaks for a maximum of eight children who have a learning disability.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
18/02/2014	Interim	good progress
01/10/2013	Full	good
28/01/2013	Interim	good progress
14/11/2012	Full	adequate

### 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
33 (2001)	ensure the independent person, when carrying out a visit, shall interview, with their consent and in private, such persons as appears necessary in order to form an opinion as to whether children accommodated at the children's home are effectively safeguarded; and the conduct of the children's home promotes the wellbeing of the children accommodated there.(Regulation 33(8)(a)(i)(ii))	30/09/2014

### Recommendations

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

- ensure staff have received sufficient training on health and hygiene issues and first aid.(NMS 6.7)

## Inspection judgements

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

Young people make exceptional progress in developing their skills and confidence and access a wide range of experiences that they would not otherwise have the opportunity to enjoy. The home is able to clearly evidence the significant impact it (ADMINISTRATOR: Singular and plural in same sentence.) has in supporting this progress and the difference they make to young people's development. Young people enjoy a range of activities in the home and local community as well as further afield. An Independent Reviewing Officer said, 'the home offers short breaks to children who have often limited social life skills, the home does ensure children access a variety of community activities.'

The range of activities that young people access combines those that promote healthy living, educational activities, games focussing on fun and enjoyment, cultural events, and activities that promote new skills. This means there is always a wide variety of challenging and fun activities for young people that promote development and build their confidence and self-esteem. A member of staff said, 'parents are flabbergasted at what activities they do here.' Some examples of recent activities include use of the computer, forest walks, painting, the local fair, the Robin Hood festival, community fete, garden games, reading, garden open day for parents, boat trip, zoo, library, archery, community disco, and swimming.

Young people enjoy healthy, home-cooked meals which provide a balanced diet and take into account their medical dietary needs and their preferences. They are encouraged to choose their meals and eat together at the dining table. Young people follow their personal care and hygiene routines and take responsibility for their personal care appropriate to their level of understanding, for example they are encouraged to go and wash their hands before meal times. Healthy activities such as walks in the local forests are encouraged. As a result, young people enjoy very good health.

Young people achieve very well in their education and this is complemented by the provision of learning activities whilst on their short break visit such as the use of money in shops, attending the library and reading. Young people are also encouraged to learn appropriate self-care skills such as tidying up, clearing the table, choosing and preparing breakfast and lunch. This means they are learning to make decisions and choices, learning life skills and achieving their educational potential.

### Quality of care **good**

This short break provision makes a difference to young people and their families. For one young person, by offering an increase in the number of stays and by offering outreach support to their family, it has enabled the family to stay together. For another young person, with a history of self-injurious behaviour, the service began offering day care which increased to night breaks. Prior to this young person accessing the service the staff received extensive training to be able to understand and respond to their behaviour. Not only has this provided a short break opportunity for the young person and their family but it has also supported the young person to improve their behaviour to such an extent that they have been able to return to school having been absent for over a year.

Young people receive good quality care from an experienced and caring staff team who clearly understand the individual needs of young people. An Independent Reviewing Officer said, 'I have been most impressed with regards to staff knowledge of the individuals'. Short breaks are well planned and new young people are able to enjoy tea visits and family visits prior to their first overnight stay. The planning of the short breaks is inclusive of the parents and takes into account the individual needs of young people.

Young people are encouraged to make decisions and choices about their care. Staff respond to young people as individuals with individual needs and targets. Their privacy and dignity is encouraged. Young people are supported by detailed, personal short break action plans. These provide clear targets for their development and outline their daily care routines. Plans and assessments are regularly reviewed to ensure they are relevant and reflect the ever changing needs and developments of young people. This means young people are cared for in line with their individual plans.

Young people are consulted about the operation of the home through key work and house meetings and the manager regularly consults young people with regard to the new building being developed. However, the independent visitor does not always consult with the young people when carrying out their monthly review of the provision and is therefore unable to form a sufficient view on the care provided.

Staff are trained in the safe handling, administration and recording of medication. A number of staff are trained in first aid and there is always a nominated first aid trained member of staff on duty in the home. However, a recommendation is made to ensure more staff attend first aid training to provide additional resources in this area.

Work has begun on the new building to provide a purpose built short breaks provision for young people. Meanwhile the home continues to provide good quality provision in the existing building and grounds. The home provides a variety of large rooms for young people to play in and quieter areas to relax in. The home has large grounds with a variety of play equipment, some of which is provided by parents. This means the young people continue to enjoy a very homely environment where they

can enjoy a range of activities.

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

Young people enjoy positive relationships with staff and each other. Incidents of poor behaviour and the use of restraints have substantially decreased because staff recognise how best to manage behaviour and can identify triggers to poor behaviour before it escalates. This is as a result of thorough debriefs and team discussions where trends and patterns have been identified and strategies and interventions have been discussed. This means behaviour has improved and young people are able to enjoy their short breaks in a safe environment.

Young people are kept safe as a result of a range of robust procedures and protocols implemented by an experienced and well trained staff team. Staff receive a range of training in safeguarding topics and have identified further training relevant to the specific needs of the group of young people they work with, for example some staff are attending a workshop on bullying and disability.

Staff are clear about their role in the safeguarding process and understand how to keep young people safe. Allegations are handled effectively and recorded in good detail. Young people are protected from unsuitable people gaining employment by a good recruitment process. Visitors to the home are asked to sign in and identification is checked. This further ensures young people are protected from significant harm.

Young people are safeguarded by high levels of supervision and there have been no incidents of young people going missing from the home. Staff are aware of the procedures to follow should a young person be absent.

Regular health and safety checks are carried out to ensure the home is safe for young people, especially as work is being carried out on the site. Fire evacuations are carried out and the alarm is sounded regularly to ensure young people and staff are aware of what to do in the event of a fire

### **Leadership and management**      **good**

This short breaks service is managed by an experienced and well qualified team. The Registered Manager has been in post since 2004 and has an NVQ level four in Management and a Post Graduate Diploma in Management. The four assistant care managers all have the NVQ level four in care and a number of years' experience in care settings.



The manager provides clear direction and a focus on improvement and has a good development plan in place. Staff feel supported to develop and improve the service for young people. One requirement and recommendation has been made as a result of this inspection. However, these shortfalls do not significantly impact negatively on the welfare or safety of young people. There have been no complaints from young people or others since the last inspection and no concerns raised.

Staff feel supported through good, regular supervision and team meetings. Staff communication is good and handovers between shifts are effective. This ensures staff are aware of what is happening in the home, young people are cared for in accordance with their plans, they enjoy their short break experience and are kept safe.

The staff rota ensures young people's needs are met through the provision of sufficient staffing which is diverse in gender, experience, roles and skills. Staff benefit from a range of training opportunities. Training is discussed in supervision and where courses are found to be unhelpful then alternative courses are sourced. This ensures relevant training is provided and the diverse needs of young people continue to be met.

The home's statement of purpose has been reviewed and updated. The home also provides a comprehensive information pack for parents and a very good guide for young people. This means staff, parents, young people and other agencies are clear on the aims of the service and the facilities it provides.

The manager monitors records kept by the home to identify any concerns, patterns or trends. Reviews of care are prepared and sent to Ofsted as required. An independent person undertakes visits to the home. Although young people are sometimes spoken to by the independent person undertaking visits, the independent person is not always able to consult with a sufficiently wide range of people in order to form a view as to the quality of care provided. All significant events relating to the protection of young people are notified as appropriate and actions taken as required.

## 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.