

Inspection report for children's home

Unique reference number	SC457423
Inspector	Natalie Burton
Type of inspection	Full
Provision subtype	Children's home

Registered person	MacIntyre Care
Registered person address	MacIntyre Care 602 South Seventh Street Milton Keynes Buckinghamshire MK9 2JA
Responsible individual	Brenda Maria Mullen
Registered manager	Jennifer Anne Marshall / POST VACANT
Date of last inspection	30/09/2014

Inspection date	19/11/2014
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Previous inspection	inadequate
Enforcement action since last inspection	Five compliance notices were issued on the 7 October 2014. A monitoring visit took place on 30 October 2014 and all compliance notices had been complied with.

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

Overall effectiveness

Judgement outcome	inadequate
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Staff are caring, dedicated and have positive relationships with young people. A strength of the home, is the staff, who build strong relationships with young people and their families. This ensures there is effective support to enable them to develop socially and emotionally.

Young people are provided with opportunities to partake in activities, both inside and within the local community. This provides young people with new experiences from which they can learn and socialise with each other. Staff help children to develop and become more self-confident.

This inspection was carried out following an inadequate judgement having been made at the last inspection in September 2014. The home has made some progress in meeting the requirements and recommendations made. In addition, Ofsted have conducted a monitoring visit in October 2014. This was because five compliance notices were made as a result of the shortfalls identified at the previous inspection. The outcome of the visit, found that Ofsted were satisfied with the action taken in

response to the compliance notices.

However, while the home has made some progress since the last inspection, there are further serious shortfalls in some areas of safeguarding in the home and ineffective management of the service. For example, a lack of implementation of the safeguarding policy. Appropriate authorities have not been notified of all significant events and there is a lack of robust action to ensure that young people's confidentiality is maintained. As a result, young people's welfare is not effectively safeguarded. In addition, the manager has failed to submit the Statement of Purpose to Ofsted, monitoring records do not improve the quality of care and not all young people's needs are clearly recorded and risk assessed, to ensure that their individual needs are met. Other areas of improvement include signing of supervision records, young people's wishes and feelings being actively sought and acted upon, and the environment is made homely and welcoming.

The organisation has responded promptly to areas of concern identified within the report, through implementing a clear action plan in relation to how standards will be improved.

Full report

Information about this children's home

This home is registered to provide care and accommodation for five young people with learning disabilities. A charitable organisation owns and operates this setting. The organisation provides a separately registered education facility which is based locally.

The home was registered in February 2013.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/09/2014	Full	inadequate
28/01/2014	Interim	good progress
21/08/2013	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
5 (2001)	keep under review and, where appropriate, revise the statement of purpose and notify HMCI of any such revision within 28 days (Regulation (5)(a and b)	02/01/2015
30 (2001)	ensure that if any events listed in column 1 of the table in schedule 5 takes place, the registered person shall without delay notify the persons indicated in respect of the event in column 2 of the table (Regulation 30 (1)) *	02/01/2015
11	make suitable arrangements to ensure that the	19/12/2014

(2001)	home is conducted in a manner which respects the privacy and dignity of children accommodated there (Regulation 11 (2)(a))	
11 (2001)	ensure that the children's home is conducted so as to promote and make proper provision for the safeguarding and welfare of children there (Regulation 11 (1)(a))	19/12/2014
16 (2001)	shall implement written a policy which is intended to safeguard children accommodated in the children's home from abuse or neglect (Regulation 16(1)(a))	19/12/2014
27 (2001)	ensure that all persons employed by him receive appropriate training. With particular regard to safeguarding refresher (Regulation 27(4)(a))	02/01/2015
28 (2001)	maintain in respect of each child who is accommodated in a children's home a record in permanent form which is kept up to date (Regulation 28(1)(b))	02/01/2015
34 (2001)	shall establish and maintain a system for improving the quality of care provided in the children's home. (Regulation 34 (1)(b))	02/01/2015

*These requirements are subject to a compliance notice

Recommendations

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

- ensure the home provides a comfortable and homely environment and is well maintained and decorated (NMS 10.3)
- ensure that children's views, wishes and feelings are acted upon in the day to day running of the home and in important decisions or changes in the child's life (NMS 1.1)
- ensure the manager monitors all records kept to identify any concerns about specific incidents and to identify patterns and trends and ensures that immediate action is taken to address issues raised by this monitoring (NMS 21.1)
- ensure the supervision record is signed by the supervisor and the member of staff at the end of the supervision. (NMS 19.5)

Inspection judgements

Outcomes for children and young people **adequate**

Most young people achieve some positive outcomes within a caring and supportive environment. Their individual needs are met by staff who have sufficient understanding and knowledge, which enables them to provide tailored responses to young people. Young people grow in confidence because they are treated with respect, encouraged to express their wishes, views and feelings and receive positive recognition for their achievements, no matter how small. Therefore young people develop a positive self-view.

Young people communicate in their preferred method and make day-to-day choices such as food and activities in and outside of the home. They attend house meetings and some key work sessions. However, it is not always clear how young people's wishes and views have been progressed. This means that young people may not always feel that staff listen to them.

Some young people have made progress in areas such as their speech, enabling them to tell the staff what they want and need. Other young people have progressed in their social skills, spending more time in the communal areas of the home interacting with staff and peers. They benefit from healthy lifestyles, eat a balanced diet and make choices on their likes and dislikes. All young people engage in their education provision, although due to some young people's psychological health needs, there has been a decline in engagement. Staff work closely with social workers, parents and health professionals to ensure that strategies to manage young people's health needs are agreed by all parties.

Young people develop their levels of independence according to their age and ability. Each young person has achievable targets to increase their independence; such as cleaning their teeth, and washing their hair. In addition, they are encouraged to help cook, try new foods and develop new social skills. Staff work closely with other agencies to prepare young people for transition to their adult placement.

Quality of care **adequate**

Young people receive positive quality care. They enjoy sound relationships with staff and managers who are warm and supportive to them. Staff sufficiently understand and interpret young people's needs, enabling them to respond to any unease and anxiety promptly.

Management have responded to complaints and recorded the action they have taken in response. However, on occasion, the organisation has not taken robust action

taken to prevent reoccurrences and to sufficiently address concerns where there has been a potential breach of young people's confidentiality. This fails to ensure that young people's dignity and privacy is respected consistently and effectively.

Staff have good relationships with some of the parents, who are positive about the care provided to young people. A parent said 'he has a fantastic key worker who has known him for four years.' Young people benefit from structured and agreed contact arrangements with family and significant people. They are supported to maintain close relationships with their families. This is because staff help families to feel welcome at the home and ensure contact involves structured activities.

Each young person has a placement plan. This enables staff to meet the individual needs of some of the young people and include positive strategies. However, while staff are knowledgeable of concerns regarding young people, not all young people's plans and individual risk assessments are up to date. For example, some young people's emotional and psychological health needs are not clearly identified and assessed. There is a lack of clear up-to-date guidance for staff to ensure they are fully meeting the needs of all the young people.

Young people's personal care is mainly sensitively managed to preserve dignity and afford privacy. The procedures for the safe and effective administration of medication are well managed by staff. Additional measures, such as a timed alarm clock, remind staff to administer medication. This ensures that young people are given their medication in line with their prescription. Staff promote healthy eating and menus are balanced, taking into account young people's choices. Staff appropriately enable young people to attend any health appointments, such as opticians and dentist. Where young people are reluctant to attend health appointments, staff have developed good working relationships with the external agencies to enable professionals to come to the young people. This ensures that young people's health needs are met.

Staff seek opportunities to positively engage and stimulate young people in activities, such as, going to the local park, out for a meal, bead making, swimming and going on a train. This helps to broaden young people's horizons, develop their skills and increase their confidence in their abilities.

The location of the home enables easy access to a range of community resources and activities. The home provides young people with appropriate individual and communal accommodation. Managers have made sufficient improvements to the home, through replacing broken windows, thermostats and the television. However, there are still some areas that need improvement. These include, fixing a broken curtain pole and personalising the home to provide a homely and welcoming environment for young people.

Keeping children and young people safe inadequate

Young people using the home have complex needs and some have limited skills in communication. This makes them vulnerable to abuse or neglect. Staff understand these needs and how they potentially impact on individual safety and well-being. Young people report to be happy at the home, and are spending more time in the communal areas of the home, instead of their bedrooms. This indicates that they feel safe and enjoy their time at the home. Parents and staff also report that they feel that young people are safe in the home.

The service has safeguarding policies and procedures in place. Staff demonstrate a sufficient understanding of the action to take in the event of a safeguarding concern. However, some staff lack awareness of agencies outside of the organisation to report concerns to. Management have reported appropriately some safeguarding concerns and taken appropriate action to safeguard young people. However, on occasion, following allegations made by a young person, management failed to report serious concerns in relation to staff practice, and restricting of liberty to the appropriate authorities. Such as, the Local Authority Designated Officer and Ofsted. This does not ensure that young people are consistently and effectively protected.

There have been no incidents of bullying and young people have not been missing from the home. This is because they are well supervised by staff, both within and outside of the home. The service has updated the behaviour management policy, and it effectively promotes positive behaviour. In addition, staff present as positive role models promoting appropriate behaviour. There has been a significant decrease in incidents within the home, and no incidents of restriction of liberty. This is because the organisation has taken robust action. There is a clear policy, to ensure that restricting a young person's liberty, is not an acceptable form of behaviour management.

Health and safety has improved, and is generally well managed. This is because management have a clear system in place to report maintenance issues. Therefore, responses are quicker to ensure the home is kept safe for young people. Regular fire drills ensure young people and staff know what to do in the event of a fire. Safety is promoted with regular servicing checks, including fire safety equipment. This ensures that all areas of the home are protected against the risk of fire.

The service follows a sufficient recruitment procedure and ensures that all adults are suitable to work with children. This means young people are cared for by suitably checked staff.

Leadership and management inadequate

There has been no Registered Manager in the home since May 2014. The organisation has recently appointed a manager. Ofsted is currently processing the application for registration.

Since the last inspection, Ofsted has completed a monitoring visit, to monitor the progress made on the five compliance notices raised at the previous inspection. Managers have made improvements through painting the interior of the home, replacing broken windows and the television and providing a comfortable living environment. Senior management have implemented clear behaviour management guidelines to staff to reduce the use of seclusion, and directing staff to implement young people's behaviour management plans. This helps to ensure that measures of control are reasonable and not excessive. The organisation has replaced broken thermostats to protect young people from hazards to their health and safety. Management have appropriately addressed medication errors in line with their procedure to ensure that medication is administered in line with young people's prescription. In addition, management have provided night staff with the necessary equipment, such as a walkie-talkie to alert sleep in staff when there are issues. This enables safer monitoring of young people during the night.

The service has met nine of the eleven requirements made at the last inspection. Managers have informed the local authority of all young people living at the home. There is a system in place for future admissions and discharges at the home. Written records regarding complaints and the outcome of the complaints are held within the home, clearly showing the action taken in response. Management have implemented a system for internal monitoring of records, and both internal and external monitoring reports have been sent to Ofsted.

Written records of investigations are now held within the home. However, for one investigation the organisation was not able to locate all of the required records to clearly evidence all the action taken in response. This is because there are no records held. The organisation has made significant changes to the home's admission criteria because young people will only be admitted that are known through another provision within the organisation. Managers have made improvements to written records of measures of control. They have achieved this through addressing staff in team meetings in respect of completing these records fully, to show all the action taken. The frequency of supervision has improved, staff now receive supervision in line with the organisation's policy. The management has fixed the fire door, to ensure that it is self-closing. As a result, young people are sufficiently safe from the risk of fire.

Two requirements have not been met. The Statement of Purpose has been updated, however, the organisation has failed to submit it to Ofsted. While there is minimal impact on young people, this is a repeated breach of the regulations. The organisation has notified Ofsted of some significant events, however, management failed to notify when a serious allegation was made by a young person. This has the potential to put young people at risk, and prevents Ofsted, as the regulator, from

having a consistent and current view of the service and any related safeguarding concerns.

Of the three recommendations from the previous inspection, one recommendation is met. All young people's files now include their reviews. Recommendations in respect of promoting young people's wishes and monitoring of records are repeated.

There have been some improvements in the arrangements for monitoring the home. For example, managers have implemented a system for auditing records and a report has been submitted to Ofsted. However, the monitoring lacks identification of trends and patterns within the home. The monitoring has failed to recognise the shortfalls identified within this inspection and does not drive improvement in the quality of care.

Young people receive an adequate level of care because the home employs a sufficient number of staff who are appropriately trained. Staff are supported through supervision to undertake their roles adequately. The frequency of supervision has improved, although not all records are signed by the supervisor or the member of staff. This does not enable the manager to fully evidence the support given to the staff in the home.

The organisation has made significant changes to their admission process to the home. This is because admissions will now only be accepted from the organisation's sister home. This will ensure that managers can assess individual needs based on in-depth knowledge of young people.

Some young people's records within the home are up to date and stored securely. However, some young people's placement plans and risk assessments are not up to date, and therefore do not provide a clear understanding of the young person's needs and time at the home.

Staff are proactive in gaining memorabilia for young people, and each young person has a book with photographs, writing from staff and information about events and outings they have had. This ensures that young people have a record of significant life events.

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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