

Inspection report for children's home

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<b>Unique reference number</b>	SC403789
<b>Inspector</b>	Elaine Allison
<b>Type of inspection</b>	Full
<b>Provision subtype</b>	Children's home

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<b>Registered person</b>	Cove Residential Care Services Limited
<b>Registered person address</b>	Cove Care Residential 16 Waterloo Road WOLVERHAMPTON WV1 4BL
<b>Responsible individual</b>	Lee Thomas Smith
<b>Registered manager</b>	Beverly Avril Gillian Cyrus
<b>Date of last inspection</b>	11/02/2014

<b>Inspection date</b>	08/12/2014
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Previous inspection	good progress
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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Young people's plans are highly individualised and demonstrate that the staff are aware of and meet young people's diverse and complex needs well. Equality and diversity are clearly valued and promoted in the home. Difference is enjoyed and celebrated and each young person's individuality is promoted to a very good standard.

Staff and young people share good, positive relationships and there is a genuine emotional connection. This provides a secure base for young people to develop resilience and healthy attachments, which in turn supports the children and young people to develop all aspects of their health and wellbeing

Staff share information well, promoting a consistent approach to behaviour management in the home. Where incidents do occur, staff act swiftly and put actions in place to mitigate future risk. This helps young people to feel secure.

Staff demonstrate in-depth knowledge and understanding of most risks young people face, and work hard to ensure those risks are minimised and safely managed. They work well together and use the diverse attributes and skills they have to complement each other. This in turn allows them to offer good support to the children and young people.

The service provides an environment where education is a central component to the personal planning and positive outcomes for the children and young people. Strong links between education providers and staff ensures continuity to support the young people to realise their own potential and promote their self-esteem.

## Full report

### Information about this children's home

This children's home is registered to provide specialist care and accommodation for up to 3 young people. It is operated by a private provider.

Young people may have a combination of mental health, psychological, emotional or complex care needs that present challenging behaviour. The home's programme of care incorporates a structured balance of education, recreation and therapeutic interventions tailored to meet individual needs.

### Recent inspection history

Inspection date	Inspection type	Inspection judgement
11/02/2014	Interim	good progress
22/10/2013	Full	good
24/01/2013	Interim	good progress
10/10/2012	Full	good

### 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 the home is well maintained and decorated. This relates to ensuring that young people's bathrooms are kept clean and tidy and kitchen area of annexe is well maintained (NMS 10.3)
- ensure entries in records are legible, clearly expressed, non-stigmatising and distinguish as far as possible between fact, opinion and third party information. This relates to some records that have entries stating him/himself when it is female: also some records define a young person as 'self-harmer'. (NMS 22.4)

## Inspection judgements

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

Young people build positive self-views and gain self-confidence as a result of sensitive staff interaction and care. They have good social skills and demonstrate politeness and hospitality in welcoming visitors to the home. Stable and trusting relationships with key staff enable young people to form solid attachments. One young person said: 'I like the staff here they are kind to me'.

Young people engage well with staff and other professionals to work on their emotional and psychological issues, addressing the difficulties they face. Young people build an understanding of their complex needs and start to accept their vulnerabilities. This helps them facilitate positive changes in their lives.

Young people are supported to spend time with their families and to spend time in their own community.. Positive contact helps them identify with extended family members and this helps young people build a picture of their family background.

Young people have benefitted greatly from a full time education. Their development and achievement is significant in relation to their previous records of non-cooperation with education before coming to the home. Staff provide very good support for young people who are engaging in home tutoring to help them to achieve their full potential. An education professional commented, 'If (young person) does not engage in the session at the time the staff at the home ensure that the work is completed by the following day'.

Young people feel listened to and respected. They enjoy living in a home where their opinions are valued and promoted. Additionally, young people have access to independent visitors and advocates to whom they can speak if they wish. Young people are able to influence choices with regards to outings, activities, menus and décor and are able to meet the home's manager on a regular basis to give their views on their care. This approach also ensures that young people are able to complain about any issues and they have faith that their views will be respected and treated seriously.

Each young person has an individual care plan which identifies what they need to do to develop their life and address any psychological issues they may face. These are bespoke plans which offer structure and goals for young people to achieve. Young people develop these plans with members of staff and sign them to ensure that they are involved and have ownership of them. As a result of this approach, young people develop their skills and knowledge to a very good degree, especially when bearing in mind their starting points. There are very constructive and positive relationships between the members of staff and young people. This is enabled by the members of staff having clear boundaries, consistent routines as well as ensuring that young

people feel genuinely cared for.

The management and staff can demonstrate the positive effect living in the home has on young people. For example, young people taking responsibility for planning and cooking meals.

### **Quality of care**

**good**

Staff are genuine and caring in providing good parenting parameters. Relationships between young people and staff are very good. Staff actively encourage young people to share their views and have a voice in the home. Young people know how to complain and confidently share their views. This is in the knowledge that staff listen to their ideas and value their feedback.

There are regular staff meetings. Staff consider these as important both in terms of allowing for better communication and for information sharing ensuring continuity of care for the young people. Staff say there is a supportive culture which results in a high level of consistency in their delivery of care for young people.

Young people are encouraged to develop their emotional well-being because they benefit from regular, high quality discussions with their key workers and a high level of psychological support from in house therapists and CAMHS. As a result, they form strong attachments to the staff team and are able to discuss a range of feelings, worries and concerns. Staff work very closely with other professionals involved in young people's lives, including CAMHS and education providers to good effect.

All young people have a global mental health assessment conducted by in-house clinical staff. There are weekly clinical reviews for all young people. These reviews involve input from the young people, residential care workers, psychotherapist and placing social worker. This inclusive approach ensures continuity in the support and care delivery for young people. A social worker said, 'the weekly meetings are invaluable because of the high level of complex needs, these are a good way to monitor progress'.

Medication, where used, is safely stored and carefully administered. Detailed records of medication are routinely checked for accuracy. This ensures that any errors are quickly identified and promptly resolved. The staff team promote the health of young people at all times. All medical appointments are up to date and the staff team are diligent in ensuring that young people attend. As a result, young people enjoy good health and any concerns are quickly resolved.

The home is well placed within walking distance of the centre of the town where there are shops and other facilities. The home is spacious, and recent photos of the young people are used to personalise the environment. Outside there is a well maintained garden for relaxing in and outdoor dining. Bedrooms for young people

are spacious comfortable and personalised There is a relaxed, comfortable atmosphere which helps young people be themselves and contributes to their general sense of well-being.

The annexe building of the home which has a dual use for semi-independence or respite from the main house is in need of upgrading. The carpet area of the kitchen is badly stained and worn in places. The bathroom area was not maintained to a reasonable standard. It was very dirty with an accumulation of dust. It looked like it had not been cleaned for some considerable time.

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

The service is good at keeping children and young people safe and feeling safe. A young person commented 'I know that I am safe here because I feel safe all the time'.

Each young person has a detailed behaviour management plan in place. This contains what strategies needed to encourage positive behaviour. These plans are effective and young people's abilities to manage their own behaviour have improved as a result of their successful implementation.

Staff are clear that physical intervention is used only as a last resort. When incidents do occur, they are safely managed. Records show young people reflect on significant incidents with staff. No young people have gone missing between inspections. The home has clear protocols with the local police should a young person go missing. Very good links have been established with the police missing co-ordinator which ensures a speedy co-ordinated response to any missing episode, reducing the risk for young people.

When serious incidents occur, the staff team ensure that prompt and appropriate action is taken to ensure the safety of young people. Furthermore, all required serious incident notifications are made to the appropriate services. As a result, young people's safety is promoted at all times.

Risk assessments outlines what measures need to be in place to support the young people in their environment, in the community and in various activities. These ensure that the welfare and safety of the young people is not compromised and is maintained to a good standard. Regular fire drills take place in both day and evening times. This ensures that young people and staff are practised in safe evacuation. All areas of the home are safely maintained and appropriate checks ensure any defects are identified and resolved. This ensures that young people's health and safety is appropriately promoted in the home.

Managers maintain robust recruitment and selection procedures that help prevent unsuitable people from having access to young people. Managers carefully induct and

support new staff into their role to ensure they acquire the skills necessary to care safely for young people.

## **Leadership and management**

**good**

The Registered Manager has been in post since 2009. She is suitably qualified to undertake her responsibilities, with a Level 4 qualification in management and MSc in Counselling and Psychotherapy.

This is a very well-managed home. An experienced manager and deputy work effectively to ensure that all members of staff buy into the culture and ethos of transparency, good childcare practice and addressing and celebrating the differences in young people. This enables young people maintain and retain their sense of identity.

Practice is assessed and reflected upon in supervisions, team meetings and by the compilation of monitoring reports. This enables shortfalls to be addressed or areas to be improved. For example, by analysing routines for young people and developing strategies when trigger points for distressed behaviour have been identified.

Regular training is provided for all staff to ensure that they are knowledgeable about their role and have the skills and competencies to fulfil it. Additionally, all staff members receive regular supervision to provide them with day-to-day support in their role and to promote their professional development. Members of staff feel very well supported and that the team work in the home is excellent; 'we work really well together. I'm part of a really closely gelled team,' is a comment made by a member of staff. This support is also underpinned by regular staff meetings which enable everyone to reflect on practice and the effectiveness of the service.

The home is operated in accordance with the aims and objectives of its Statement of Purpose and children's guide. The Statement of Purpose has been updated to reflect staff changes. It provides an accurate and comprehensive picture of the home and of the services it provides. The young people's guide is very clear, attractive and informative. It contains all the required information and is relevant to young people's lives.

The manager has a good understanding of the strengths of the service and the areas for further development. The home's development plan sets out how the manager intends to progress the service.

Overall, the home's written records are completed and audited to a good standard, being stored with due regard for confidentiality. The well-structured files and care plans give a very good oversight of each young person's progress and history of their



time at the home. In some young people's written records clear mistakes are identifiable, this relates to recording and writing in the wrong gender for the young person and referring to a young person by their behaviour, 'self-harmer'.

The provider and manager regularly monitor the operation of the home, the quality of care and outcomes for young people, in partnership with young people and the professionals who support them. This ensures the ongoing safety of the young people who live in the home.

## 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.