

Inspection report for children's home

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

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<b>Registered person</b>	MacIntyre Care
<b>Registered person address</b>	MacIntyre Care 602 South Seventh Street Milton Keynes Buckinghamshire MK9 2JA
<b>Responsible individual</b>	Brenda Maria Mullen
<b>Registered manager</b>	Jennifer Anne Marshall
<b>Date of last inspection</b>	19/11/2014

<b>Inspection date</b>	06/01/2015
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Previous inspection	inadequate
Enforcement action since last inspection	A compliance notice was issued on the 24 November 2014. This inspection identified that the compliance notice has been complied with.

<b>This inspection</b>	
<b>Overall effectiveness</b>	<b>adequate</b>
Outcomes for children and young people	adequate
Quality of care	good
Keeping children and young people safe	adequate
Leadership and management	adequate

## Overall effectiveness

Judgement outcome	<b>adequate</b>
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Staff are caring, motivated and have positive relationships with young people. A key strength of the home is the commitment and dedication of 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. Staff seek all available opportunities to enable young people to positively engage and enjoy their experiences by employing strategies to reduce young people's anxieties associated with individual disabilities.

Young people are kept safe by staff that follow guidance in plans and risk assessments to ensure each child's safety is priorities. Staff help young people to develop and become more confidence. The service provides good quality care that positively impacts on young people's lives.

This inspection was carried out following an inadequate judgement having been made at the last inspection in November 2014. The home has made progress in meeting the requirements and recommendations made.

The manager understands the strengths and areas of further development for the home, but has yet to fully develop a robust monitoring system of the records held within the home.

## 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
19/11/2014	Full	inadequate
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
34 (2001)	shall establish and maintain a system for improving the quality of care provided in the children's home. (Regulation 34 (1)(b))	30/03/2015

#### Recommendations

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

- 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)

## Inspection judgements

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

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

Young people benefit from structured and agreed contact arrangements with family and significant people. They are supported to maintain close relationships with their families.

Young people are consistently stimulated in this setting. They physical benefit from an active and varied lifestyle enjoying cooking, swimming, visiting the zoo and helping to prepare meals. As a result, young people's confidence, self-esteem and horizons broaden. Their self-esteem is increased because they are celebrated as individuals, support, encouraged and praised throughout the day.

Staff support young people to attend medical appointments and take any prescribed medication on a regular basis. Young people benefit from healthy lifestyles, eat a balanced diet and make choices on their likes and dislikes. Most young people engage in their education provision, although due to some young people's physiological health needs, there has been a decline in engagement. Close working arrangements with social workers, parents, and health professionals ensures strategies to manage health needs are current and agreed by all parties.

Young people develop their levels of independence according to their age and ability. They are encouraged to help cook, try new food, develop social skills, and self-care skills. Individual targets increase young people's independence, such as cleaning their teeth, working the washing machine and showering. Staff work closely with other agencies to prepare young people to transition to their adult placement.

### Quality of care **good**

Young people are cared for by a dedicated, motivated and enthusiastic staff team. develop confidence in a stable and nurturing environment. As such, young people benefit from long term relationships and attachments to key people. Young people's needs are well interpreted enabling staff to respond to discomfort and anxiety promptly. Staff are vigilant to any changes and signs to ensure young people's

health, safety and welfare is promoted. Staff are aware of young people's mannerisms which indicate they may be unsettled. This helps young people feel safe.

Young people's relationships with staff is a strength of the home. Staff care about the young people and their families; and young people are comfortable and confident in their company. They are able to make their views known through key work sessions and house meetings. Staff communicate effectively with young people, in a way best suited to their needs, this ensures that they understand what is expected of them. Communication methods include the use of picture formats for young people; this means that house meeting minutes, for example, are accessible to them. Responses to young people can also be explained to them in this format. This means that they understand why decisions have been made.

Young people are consulted about choices such as activities, food and which staff member they would prefer to care for them that day. Staff have implemented improved communication systems within the home and expanded the home's resources of communication methods. Such as, staff use a variety of picture symbols, photographs and verbal communication to communicate with young people. Young people feel valued because their views are listened to and acted upon.

Staff are suitably first aid trained and in the administration of medication. Young people are given their medication in line with their prescriptions. Where young people are reluctant to attend health appointment, staff have developed good working relationships with external agencies to enable professionals to come to young people. This ensures that young people's health needs are met. Young people's personal care is sensitively managed to preserve dignity and afford privacy. Staff support young people to take part on a range of purposeful activities. Such as, ice skating, swimming, walks, shopping at the local farm shop, baking and completing puzzles. This enhances their personal and social development.

Overall, young people are cared for in line with their placement plan. These plans detail young people's preferred way of being cared for and this means that they receive consistent care in line with their preferences. Placement plans and work with young people is geared to help them break down any barriers to opportunities they have; this supports them to enjoy and achieve.

The home is well maintained and provides young people with a good environment to meet their needs. The standard of décor inside the home is good and staff make efforts to make the house comfortable and homely. Young people have their own rooms and communal rooms are suitably decorated.

**Keeping children and young people safe**    **adequate**

Safeguarding young people is a priority of the staff team and central to their practice. Young people are supported to keep safe. Sufficient levels of supervision both inside and outside the home recognise their significant vulnerability. Staff are pro-active in safeguarding young people, understand their responsibilities and act within clear procedures where required. There are sound links with the Local Authority Designated Officer and safeguarding procedures are agreed with the local authority. This ensures young people are protected.

Young people's risk assessments sufficiently identify potential risk to them and how these risks can be reduced. Therefore potential hazards to young people are adequately defined and addressed. Sufficient attention to minimise risks ensure young people receive safe care and enjoy activity time in the community. Young people do not go missing. This is because they are well supervised by staff, both within and outside of the home.

The use of sanctions and restraints in the home are minimal. For young people living at the home, sanctions have little meaning due to their level of functioning. Staff use distraction and other techniques to help diffuse situations. They are creative and have an awareness of working with young people without impeding on their liberty. As a result, there is a reduction in incidences and fewer restraints. Staff present as positive role models and implement the home's behaviour management policy, this effectively promotes positive behaviour for young people.

Young people are protected by a sound recruitment process. This helps to ensure that staff working in the home are carefully selected and vetted for suitability to work with young people. Visitors, including professionals, are suitably vetted and checked to safeguard young people.

The home is kept safe from hazards and is well maintained to provide a homely environment. Health and safety checks, including checks of fire equipment are routinely undertaken to maintain a safe environment. Young people have personal evacuation plans and practice evacuations to support a safe exit from the home in an emergency.

## **Leadership and management**

## **adequate**

The Registered Manager has been in post since December 2014, has two years' experience of working with children and young people, and is a qualified social worker. The manager is currently completing their Level 5 Diploma in Leadership in Health and Social Care.

The home clearly sets out in an informative Statement of Purpose, the service staff can offer to the children, parents and interested parties. There is a child-friendly version, in a format accessible for young people, which explains what they can expect.



There was one compliance notice, seven requirements and four recommendations made at the last inspection. Management have informed Ofsted of significant events that have occurred since the last inspection. This enables Ofsted to have a current view of the service and any related safeguarding concerns. The manager has taken action to ensure that the home respects the privacy and dignity of young people. They have achieved this through producing confidentiality responsibilities document that all staff have read and signed. This has also been discussed in team meetings.

Staff have made improvements to young people's written documents. Young people now have up to date risk assessments and placement plans. As a result, staff are provided with up to date guidance to implement to meet the needs of young people. Staff have received safeguarding refresher training. They have knowledge of the action to take if there is a safeguarding concern, and of agencies to report concerns to, outside of the organisation. In addition, where there have been safeguarding concerns, staff have implemented the organisations safeguarding policy and appropriate action is taken to safeguard young people. As a result, young people are kept safe. Management have updated the Statement of Purpose and this has been submitted to Ofsted. The Registered Manager has conducted internal monitoring of the records of the home. However, while there is some improvement to the system, the document, does not sufficiently look to improve the quality of care within the home. Therefore, due to time constraints, this requirement is repeated.

Of the four recommendations from the previous inspection, three are met. Staff actively seek young people's views and wishes. This is achieved through using a range of communication methods, that have been implemented into the home. The organisation provides young people with a homely environment. This is because art work by young people is displayed, bedrooms are personalised and communal areas are warm and welcoming. Supervision records are signed by the supervisor and member of staff, evidencing that supervision is being held to support members of staff. One recommendation regarding monitoring of records is repeated.

The Registered Manager conducts regular monthly monitoring and these reports are submitted to Ofsted. However, the reports continue to lack detail and fail to robustly improve the quality of care. In addition, there is a lack of an established system within the home to monitor records to highlight patterns immediately that may occur.

Staffing levels are sufficient, and staff possess the competencies, skills and knowledge necessary for looking after vulnerable young people. Staff feel supported by the management, and receive regular supervision, which enables them to discuss young people's progress and their professional development. Regular team meetings focus on young people's needs and current issues to share information appropriately. Young people benefit from being cared for by staff that are knowledgeable, suitably trained and supported to meet their needs.

Young people's records are well structures and are held securely and confidentially.

They provide sufficient information to gain an understanding of their life within the home. The staff implement the procedure for notifying appropriate authorities of significant events. As a result this allows Ofsted to regulate on these matters.

## 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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