

Inspection report for children's home

Unique reference number	SC396813
Inspector	Paul Taylor
Type of inspection	Interim
Provision subtype	Residential special school (>295 days/year)

Registered manager	Sheila Perou
Date of last inspection	09/07/2014

Inspection date	28/01/2015
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Previous inspection	good
Enforcement action since last inspection	none

This inspection

This home was judged good at the last full inspection. At this interim inspection Ofsted judge that it has **sustained effectiveness**.

The home was judged good at the last full inspection in August 2014. At that inspection one requirement was made relating to ensuring that the views of external stakeholders, such as parents and social workers, are recorded in the reviews of the quality of care and service provided by the home. This has been addressed and the home now consistently gains the views from stakeholders. This information enables the home to ascertain if stakeholders are satisfied with the provision and if there any shortfalls which may need to be addressed.

A recommendation relating to ensuring that all members of staff use the established system to report any medication errors was also made at the last inspection. This has also been addressed and any medication errors are seen to be reported using the home's procedure in this matter. This ensures consistency and that medication errors can be examined and rectified swiftly and as a result, young people's wellbeing is protected.

Since the last inspection the home has revised the format of reports undertaken as part of the Regulation 33 process. There is an independent organisation which carries out these visits and the reports are now more thorough, clearly outlining strengths and shortfalls and including comments from young people, parents and other professionals. Managers complete action plans as a result of these reports and these outline how shortfalls have been addressed and the timescales involved. This is an effective monitoring system which underpins internal quality assurance systems.

Care of the young people continues to be sensitively delivered and carefully thought out. Bespoke care plans outline in detail how each young person prefers to be cared for and involves input from various professionals, such as occupational therapists, speech and language therapists, posture management services and medical staff. As

a result, there are clear guidelines for staff to follow to ensure that the young people receive the care that they need to a good standard.

The recording of complaints is not consistently achieved. While there are clear recordings of the complaint and action taken to rectify any shortfalls, there is not consistent recording of whether complainants have been satisfied with the homes response and whether they feel it has been resolved. This means that the home cannot evidence in all cases that the system to manage and respond to complaints is effective.

Information about this children's home

This setting is owned by a charity and is registered to accommodate 50 children and young people with physical disabilities, complex health needs and learning disabilities. On site is a non-maintained special school catering for children and young people aged three to 19 years with complex special needs. A team of nurses, therapists and specialists, funded by the Primary Care Trust, is also based on site and provides medical support.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/07/2014	Full	good
06/03/2014	Interim	good progress
09/12/2013	Full	good
08/02/2013	Interim	satisfactory progress

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
24 (2001)	Subject to paragraph (8), the registered person shall establish a written procedure for considering complaints made by or on behalf of children accommodated in the home. The registered person shall ensure that a written record is made of any complaint, the action taken in response, and the outcome of the investigation. (Regulation 25 (5))	27/02/2015

What inspection judgements mean

At the interim inspections we make a judgement on whether the home has improved in effectiveness, sustained effectiveness, or declined in effectiveness since the previous full inspection. This is in line with the *Inspection of children's homes: framework for inspection*.

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.