

Inspection report for children's home

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<b>Unique reference number</b>	SC033362
<b>Inspector</b>	Shaun Common
<b>Type of inspection</b>	Interim
<b>Provision subtype</b>	Secure Unit

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<b>Registered person</b>	Peterborough City Council
<b>Registered person address</b>	Peterborough City Council, Chief Executive Town Hall, Bridge Street PETERBOROUGH PE1 1PJ
<b>Responsible individual</b>	Wendi Ogle-Welbourn
<b>Registered manager</b>	Jeannette Suzanne Winson
<b>Date of last inspection</b>	14/05/2014

<b>Inspection date</b>	03/02/2015
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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 **improved effectiveness**.

At the last inspection one requirement and nine recommendations were made. Three recommendations related to the education provision and will be assessed at the next full inspection of the home. The requirement has been fully addressed. The home has reviewed and revised the Statement of Purpose and ensured this has been sent to Ofsted. The document contains good information for parents and placing authorities about the aims and objectives of the home and the services provided for young people. Five of the six recommendations have been fully addressed. These include, staff now being debriefed after physical restraint incidents, a record is now provided for any incident of absconding, improvement in supervision and recording, staff are trained in record keeping and that management monitoring now identifies any patterns and trends.

One recommendation has been partially met. The home has been actively recruiting care staff to increase staffing numbers to support improved quality of care. As some new staff have been recruited, others have left the home and there has been some sickness absence. Managers are working to increase the staffing compliment and at the time of inspection, a further recruitment campaign was underway. The recommendation about this matter will be repeated, although some progress has been made.

There are excellent relationships between staff and young people. Young people said that they get on really well with staff and they feel cared for and well supported. Observations showed caring, positive interactions with young people feeling relaxed and at ease. Young people feel safe at the home and had no concerns.

Young people newly admitted to the home have their needs fully assessed on admission and a clear and robust care plan developed. The plan sets out the needs

and how staff will meet these on a day-to-day basis. Transition plans are of a good standard and set out how young people will be prepared for moving on from the home. Managers and staff advocate strongly for young people in their care. Where arrangements proposed and set out by placing authorities are not to the expected standard to support young people effectively in what is an important phase of their lives, managers and staff appropriately challenge these. This ensures that young people receive the best possible care and support to assist them to move on. Young people speak positively of the support they receive from staff in preparing them for transition.

Young people know how to complain and have access to a well-established complaints system that they understand. Young people have access to complaints forms that they can place in a post box that only manager's access. An advocacy service visits the home regularly and provides young people with a further avenue to raise concerns and for support where required. Complaints are responded to in a timely manner and young people receive a written response. Therefore matters raised are looked into quickly and addressed. However, young people were not happy with the detail of the written response. Letters received by young people sometimes lack sufficient detail to show, in a child friendly manner, what was investigated and the clear conclusions drawn from the process.

Incidents of physical intervention do occur and they are closely monitored by managers at the home. All incidents are fully recorded and reviewed through the use of closed-circuit television to ensure practice is appropriate and in line with regulations and guidance.

There have been four child protection matters since the last inspection. All have been referred to the relevant agencies in a timely manner and appropriately managed. Managers ensure child protection procedures are followed and there are effective systems to ensure liaison with relevant professionals and agencies to keep young people safe.

The home undertake risk assessments that support staff to keep young people safe. Where a young person is locked in their room after normal bed time or singly separated to keep them or others safe, there are rare occasions when bedpans are provided for young people. These are only used where it is not safe for the young person to have their en-suite open due to significant risks they pose to themselves and where there are significant risks to staff if the bedroom door is opened. Any provision of this type is recorded in young people's records. Staff on duty make this decision rather than a senior manager. Records are kept but do not show sufficient detail about why the access to en-suite facilitates is prevented and a senior manager's authorisation and governance.

There has been an increase in nursing provision since the last inspection. A nurse was previously available at the home for two and a half days every week. This has now increased to five days per week with a positive impact upon the health and

wellbeing of young people. For example, the time is used effectively to undertake health promotion activities with young people such as the 'Healthy Selfie' day ran recently. Young people were given opportunities to try fruit, vegetables and other foods they have never tried or tasted before in a fun way. This has led young people to eating a wider variety of foods that is good for them and promotes their health and wellbeing. Nurses have liaised with dieticians that have looked at food provision. As a result, menus have been reviewed as well as portion sizes to ensure that young people receive a balanced, healthy diet that promotes a healthy lifestyle.

## Information about this children's home

This secure children's home is managed by a local authority. It is approved by the Department for Education to restrict young people's liberty. The home comprises of four individual living units and education is provided on site in dedicated facilities.

The children's home can accommodate up to 16 young people, who are aged up to 17 years. It provides 16 places for young people accommodated under section 25 of the Children Act 1989. Admission of any young person under 13 years of age requires the approval of the Secretary of State.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/05/2014	Full	good
14/01/2014	Interim	good progress
03/06/2013	Full	good
20/11/2012	Interim	good progress

## 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 children receive prompt feedback on any concerns or complaints raised and are kept informed of progress; specifically, ensure that letters written to young people about their complaints show in a child friendly manner, what was investigated, the findings and the outcome (NMS 1.6)
- ensure the overall number of staff can fulfil the home's Statement of Purpose and meet the individual needs of all the children in the home (NMS 17.1)
- ensure there are clear and effective procedures for monitoring and controlling the activities of the home; specifically, develop a policy and procedure for the provision of bedpans that includes decision making being retained at senior manager level and determines how records are to be kept. (NMS 21.1)



## **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.