

Inspection report for children's home

Unique reference number	SC062309
Inspector	Janine Shortman-Thomas
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Courtyard Care Limited
Registered person address	Caroline House 146 Audenshaw Road Audenshaw Manchester M34 5HQ
Responsible individual	Colin Richard Gallimore
Registered manager	Gemma Louise Heath
Date of last inspection	24/09/2014

Inspection date	18/03/2015
Previous inspection	outstanding
Enforcement action since last inspection	There has been no enforcement action taken since the last inspection.

This inspection

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

At the full inspection on 24 September 2014 the home was judged to be outstanding in outcomes for children and young people, quality of care and safeguarding, and good in leadership and management. The overall effectiveness of the home was judged to be outstanding.

of the three recommendations from the previous inspection have been addressed appropriately. The Registered Manager has taken action to ensure that Ofsted receive the monthly reports produced by the Independent Visitor in accordance with Regulation 33 in a timely way. The Registered Manager also systematically informs and updates all agencies, including Ofsted of any significant events. As a consequence all agencies are kept abreast of any issues of concern as and when they arise. The Responsible Individual has yet to take appropriate action to address the third recommendation. As a consequence the one member of staff has not received any clinical supervision since the last inspection.

The home is effectively and efficiently run by a dedicated management team who provide high standards of care. The Registered Manager, who is completing the required National Vocation Qualification, ensures robust internal and external monitoring processes are in place to continue to evaluate the care practice within the home. The consistent, compassionate staff team are knowledgeable about children and young people's needs and aspirations, and individual care planning assists them in achieving their goals. Staff consistently implement care plans and risk assessments and these are routinely reviewed following any significant event.

Children and young people benefit from good levels of individualised care and support from an experienced and reliable staff team. They receive personalised and dedicated care to support them with maintaining their personal health care needs

effectively. They also receive good support and encouragement from staff both to participate positively in their education and to celebrate their achievements. They are encouraged to practice and develop their independent life skills in line with their individual needs and abilities. Children and young people enjoy positive supportive relationships with staff and staff enable young people to contribute to their care planning.

The safety of children and young people is promoted. Staff are vigilant and take appropriate steps to verify the identity of visitors to ensure children and young people are kept safe. The homes procedures for recruiting staff are vigorous. Potential staff are subjected to a challenging interview process and relevant checks are undertaken prior to staff commencing employment. This ensures they are suitable and safe to work with vulnerable children and young people. Whistle blowing procedures are clearly understood by staff.

Processes for undertaking any investigations are robust and transparent and investigations into allegations against staff are handled fairly and quickly in a way that supports all involved. There has been one complaint and one accident since the last inspection. The Registered Manager has managed these effectively in line with procedures and where necessary informed partner agencies such as the Local Area Designated Officer, Ofsted, and the placing authority. However, a shortfall has been identified in regards to implementing the action points raised from the investigations. These learning points are not systematically embedded in practice to minimise the occurrence of further incidents.

Two recommendations have been raised to improve care practice. These relate to supervision of clinical staff and implementing action points identified following specific incidents. These shortfalls do not impact on the safety and welfare of children and young people.

Information about this children's home

This home is registered to provide care and accommodation for up to six children and young people with physical and learning disabilities and complex health needs. The home is managed by a private organisation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
24/09/2014	Full	outstanding
27/01/2014	Interim	good progress
01/08/2013	Full	outstanding
15/01/2013	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 that staff have access to support and advice, and are provided with regular supervision by appropriately qualified and experience staff, especially in relation to clinical supervision for health professionals (Volume 5, Statutory Guidance, paragraph 19.4)
- ensure the manager regular monitors, in line with regulations, all records kept by the home to ensure compliance with the homes policies, specifically in regards to implementing action plans which have been identified through specific incidents. (NMS 21.2)

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.