

Inspection report for children's home

Unique reference number	SC028174
Inspector	Tracy Murty
Type of inspection	Interim
Provision subtype	Children's home

Registered person	Direct Care Limited
Registered person address	Direct Care Ltd PO Box 52 Peterborough PE8 9AZ

Responsible individual	Rebecca Ouellani
Registered manager	Barbara Sylvia Nightingale
Date of last inspection	14/10/2014

Inspection date	24/03/2015
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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**.

At the last inspection in October 2014, five recommendations were made. The Registered Manager has ensured that these have all been met.

The home presents as comfortable and homely. The volume of the phone has been reduced to prevent undue disturbance to young people. The independent visitor now routinely ensures that they interview young people, staff and parents during their monthly visits to the home. The Registered Manager now more clearly evidences in her monitoring reports how the quality of care provided is improving. There is also clearer evidence of consultation by the manager with young people, parents and stakeholders. Records present as clearer and reflect the specific needs of each young person and how they are being met. All staff have now undertaken training in relation to medication administration.

Young people engage well in their educational placements, supported by the staff team. Attendance is good and young people begin to make progress, from their starting points. They also engage in a wide range of social activities and discuss in their regular residents meetings what they would like to do each week. This promotes their engagement in the local community and increases their sense of belonging and confidence. They also contribute in their weekly meetings, including the consideration of menus so they are able to help choose the weekly meals. Some young people also prepare and make their own meals, increasing their independence skills and confidence. This promotes positive skills in preparation for their eventual move to independent living.

Young people feel supported and are enabled to remain in contact with family members and friends. Staff demonstrate a detailed awareness and understanding of the histories of each young person and fully support agreed contact arrangements. One young person stated how important it was for them to see their family and that

they have regular phone contact. Young people also have access to a telephone, which they can make private phone calls from without recourse to the staff team.

Young people are supported in relation to ensuring that their health needs are met. They attend routine and specialist appointments with staff support and present as having a good understanding of their health needs and how these should be met. Regular key work sessions also take place, in order to discuss specific needs and issues with young people. This promotes their physical, emotional and psychological health needs and wellbeing.

Where physical restraints are used, recording is comprehensive and includes detailed debriefs with staff and young people. Young people consider and sign the documentation and are offered medical attention following any incidents of restraint. The use of restraints presents as appropriate and is only used when other de-escalation techniques have failed or where there has been an immediate risk of harm or injury to young people or staff.

Incidences of young people going missing from the home are minimal. Detailed risk assessments enable staff to offer high levels of support and supervision to young people at all times. There is clear and positive partnership working with the local police and placing authorities to ensure that young people are kept safe from exploitation. The home also has electronic surveillance measures in place, in the form of bedroom and front door alarms. This provides further security and protection for young people. Placing authorities give their consent to the use of such measures and young people understand the reasons for its use.

There have been very few formal complaints reported or recorded since the last inspection. Systems are in place for managers and staff to record and respond to any reported complaints from young people or others. Records do not reflect that young people are formally advised of the outcome of any complaints they have made. Records do not clearly reflect if young people are happy with the outcome of their complaint and how it has been dealt with. Some complaints have not included clear discussions with young people as to what actions have been taken and timescales for completion. This could lead to young people feeling that their complaints have not been resolved to their satisfaction.

Allegations against staff working in the home have been responded to in a very timely manner by the Registered Manager. There is evidence of appropriate action being taken to ensure the safety of young people and of support being provided to staff during the investigative process. The Registered Manager has contacted the local authority designated officer (LADO) to refer any allegations and undertaken investigations. Records do not currently present as clear or detailed, in relation to action taken and outcomes from such incidents. Full information of the investigation and outcomes has not been clearly recorded on staff member's files or copies of documentation provided to staff. There has been no adverse impact on young people as a result of this shortfall.

Information about this children's home

This privately operated home is registered to provide care and accommodation for up to four young people who may display emotional or behavioural difficulties.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
14/10/2014	Full	good
21/02/2014	Interim	inadequate progress
10/05/2013	Full	adequate
29/11/2012	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)	ensure that a written record is made of any complaint, the action taken in response, and the outcome of the investigation. This should also include ensuring formal outcome letters are provided to the complainant. (Regulation 24(5))	01/05/2015

Recommendations

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

- ensure that young people receive prompt feedback on any concerns or complaints raised and are kept informed of progress (NMS 1.6)
- ensure that a clear and comprehensive summary is made of any allegation against a particular member of staff, including details of how the allegation

was followed up and resolved, a record of any action taken and the decisions reached. Ensure that a copy is kept on the person's confidential file and a copy provided to the person as soon as the investigation is concluded. (NMS 20.7)

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.