

Inspection report for children's home

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<b>Unique reference number</b>	SC065684
<b>Inspector</b>	Stephen Collett
<b>Type of inspection</b>	Interim
<b>Provision subtype</b>	Children's home

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<b>Registered person</b>	J & R Care Limited
<b>Registered person address</b>	J & R Care Ltd, Ash House Ash Road, New Ash Green Longfield Kent DA3 8JD
<b>Responsible individual</b>	Jane Nicola Parish
<b>Registered manager</b>	Gowkurrun Parsad Chuttoor / Brendan Aherne
<b>Date of last inspection</b>	13/05/2014

<b>Inspection date</b>	24/03/2015
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Previous inspection	adequate
Enforcement action since last inspection	none

## **This inspection**

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

At the last full inspection in May 2014, the home was found to be adequate across all areas of practice, and five requirements and two recommendations were made to improve and develop the overall effectiveness of the home. All of the requirements have been met and action has been taken to address the recommendations. Partly as a result of this, the home is judged to have improved its overall effectiveness since the last inspection.

The recording of measures of control has improved, and all incidents are now recorded in accordance with regulatory requirements. The records also show that discussion is taking place with young people following a physical restraint or sanction being imposed, and young people spoken to during the inspection confirmed this was the case. Young people feel that when a restraint takes place, this is for an appropriate reason.

The quality of regulation 34 reports is now good, and indicates that all matters set out in schedule 6 of the regulation are considered. Regulation 34 reports have an associated action plan, and progress made towards meeting the set targets are reviewed by the management team. This has resulted in a more effective system for monitoring the quality of the service delivered in the home.

Good consultation has taken place with the police, and the protocol and procedure for responding to young people going missing from the home have been reviewed. The police missing persons co-ordinator confirms that the police feel action taken by staff when young people go missing is appropriate, and that managers in the home are very 'open' to working with the police to develop good practice. Despite these improvements in practice, it was noted that occasionally arrangements are not made for young people to have an independent return home interview following a missing episode.

Risk assessments undertaken to promote the safety and welfare of young people take into account individual needs and recognise the vulnerabilities of the young people. The risk assessments also take into account the impact of group dynamics within the home and address the potential for bullying. They are regularly reviewed and updated, and take into account any significant incidents which may alter the level of risk.

There are good processes in place to ensure young people can express their views on the day-to-day running of the home. Daily house meetings take place, and young people are given the opportunity to include agenda items. The meetings are well managed, and ensure all young people are able to contribute.

The recommendation made in relation to providing a comfortable and homely environment has been partly met, and some communal areas have been redecorated. A record is kept of progress made on improving the physical environment of the home, and this identifies work that still needs to be undertaken. Further action needs to be taken to ensure that a comfortable and homely environment is provided across all areas of the home.

The home provides care and support for young people who have experienced significant disruption in their lives, and this has impacted negatively on their emotional well-being and ability to manage their behaviour. The home has a good record for maintaining young people's placements despite the challenging behaviour they present. Most young people make good progress in some aspects of their lives while living at the home. All young people attend education and many are preparing to take GCSE examinations. Some young people have secured college placements for when they complete their time in the organisations school.

Many young people reduce their frequency and level of unsafe behaviour over time, taking into account the behaviours they were displaying prior to admission. However, some young people continue to engage in offending behaviour and many misuse illegal substances. The home ensures external professionals are brought into the home to support young people address these issues, but young people's engagement is not consistently good.

Young people benefit from having positive relationships with staff, and key-working is embedded in practice at the home. A social worker spoken to during the inspection described the quality of care as 'very good'. Peer relationships are generally positive and staff usually take pro-active steps to diffuse any confrontation. Despite this, an incident occurred in the home when the young people were not being supervised in accordance with associated risk assessments, and this resulted in young people becoming physically violent towards each other.

This incident has not had a prolonged impact on young people's sense of safety and security. All young people spoken to during the inspection stated that they feel safe

in the home and can talk to staff about any concerns they may have.

Managers monitor the performance of staff, and any shortfalls in good practice are investigated and addressed. Appropriate consultation takes place with the Local Authority Designated Officer regarding allegations of inappropriate practice by staff, and action is taken to ensure young people's welfare and safety is prioritised. Managers have also liaised closely with the police to ensure the home's location risk assessment takes account of potential dangers to young people in the local community.

At the time of the inspection the Deputy Managers application to take on the post of Registered Manager was being processed by Ofsted. The current Registered Manager is managing the home until this process is complete. There were a number of vacant posts for care staff which were being recruited to, resulting in agency staff being regularly used. However, managers take steps to ensure the same agency staff work in the home in order that young people are not constantly being cared for by unknown staff.

As a result of this inspection three recommendations are made to further develop good practice in the home.

## Information about this children's home

The home is privately run and provides care and accommodation for no more than five young people with emotional and behavioural difficulties. Education is provided in an adjacent building.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
13/05/2014	Full	adequate
11/03/2014	Interim	inadequate progress
07/11/2013	Full	adequate
05/03/2013	Interim	satisfactory 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 the care and support provided to children minimises the risk that they will go missing and reduces the risk of harm should the child go missing; in particular, take steps to ensure all young people who go missing from the home have an independent return home interview when they return (NMS 5.1)
- provide a comfortable and homely environment that is well maintained and decorated (NMS 10.3)
- ensure children's safety and welfare is promoted in the home; specifically, ensure staff supervise young people in accordance with their risk assessments to prevent physical confrontation. (NMS 4.1)

## **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.