

## Children's homes - interim inspection

<b>Inspection date</b>	<b>25/06/2015</b>
<b>Unique reference number</b>	<b>SC022448</b>
<b>Type of inspection</b>	<b>Interim</b>
<b>Provision subtype</b>	<b>Secure Unit</b>
<b>Registered person</b>	<b>Nugent Care</b>
<b>Registered person address</b>	<b>99 Edge Lane, Edge Hill, Liverpool, L7 2PE</b>

<b>Responsible individual</b>	<b>Mr David Ballard</b>
<b>Registered manager</b>	<b>Miss Marie Higgins</b>
<b>Inspector</b>	<b>Mr Shaun Common</b>

<b>Inspection date</b>	<b>25/06/2015</b>
<b>Previous inspection judgement</b>	<b>Good</b>
<b>Enforcement action since last inspection</b>	<b>None</b>
<b>This inspection</b>	
<p><b>The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection</b></p> <p>This home was judged <b>Good</b> at the last full inspection. At this interim inspection Ofsted judge that it has <b>Improved Effectiveness</b>.</p> <p>At the last inspection of the home in January 2015 three recommendations were made. All three have been fully addressed. This demonstrates the home's commitment to improve the quality of care provided to young people. The bullying policy has been reviewed and revised. It now includes how bullying will be addressed with the perpetrator and the work to be undertaken with them. Sanction, restraint and single separation records are kept in suitable formats. Young people are now always offered the opportunity to be debriefed after any physical restraint by someone not involved in the incident.</p> <p>Young people stated they feel safe in the home and have no worries or concerns. They are making progress and have good experiences. They speak about the good relationships they have with staff and the opportunities to have fun through a range of activities on offer and positive learning in education. Attendance to education has greatly improved from 70% at the last inspection to 97%. Young people are also making progress in their subject areas and achieving. One young person has received a Koestler award for art work.</p> <p>Young people are admitted in a sensitive and well-planned manner that helps them feel supported, safe and assists them to settle into the home quickly. Young people spend time with keyworkers who help them understand the home's rules and routines and so that young people have access to a range of information important to them. Staff and managers use all relevant information about a young person before or upon admission to develop appropriate care plans and risk assessments. These are known and implemented by staff to ensure young people are well cared for, make progress and are supported to stay safe.</p> <p>The home has positive relationships and effective partnerships with relevant professionals, agencies and services. The head of education works closely with the Registered Manager in ensuring young people's educational needs are assessed and met. There are good links with local services in the community. Managers have recently worked with NHS England to ensure appropriate health services are commissioned to meet the needs of young people. Managers spoke highly of the</p>	

work that NHS England have undertaken in assisting them to secure these services. These include: two new General Practitioners, one male and one female for one session per week, one of whom is a paediatrician. There is five days-a-week nurse cover and on-call availability with additional one day-per-week provided by a nurse consultant; one session-per-week provided by a consultant psychiatrist and one day-per-week from a psychologist; there is also self-harm specialism provided.

Young people are prepared well for moving back to the community. There are plans that are followed that include approved mobility and learning new skills for adulthood, such as going to the supermarket and then preparing and cooking meals back at the home. Young people gain confidence and are able to visit new placements to start building relationships and so they feel more relaxed and at ease with where they are moving on to.

The home has a well-established complaints procedure and process. Young people are able to make complaints. All complaints are dealt with by managers in a timely manner. They meet with young people and explain what is being done to address any concerns they have and when an outcome has been established. Young people therefore understand the actions that have been taken. They are able to add their comments or sign the records to show they are satisfied with the outcome.

There have been four child protection concerns since the last inspection. All have been referred to the local authority and managed in line with the local authority and the home's procedures. Detailed records are kept showing all actions taken in order to help keep young people safe.

Incidents requiring the use of physical restraint do occur. Records are kept and managers examine these alongside closed-circuit television (CCTV) to ensure practice is appropriate and in line with procedures and government guidance.

Single separation is used appropriately and in line with government guidance. Records are made of all incidents including when a young person chooses to go to their room. Two records relating to elective single separation were not fully completed. Managers were able to evidence that one was a shortfall in recording and with the other, that appropriate action was being taken to address the relevant matter.

A number of improvements have been made in addition to those already mentioned in this report. Managers now meet every Monday to examine a number of important issues such as restraint, single separation and sanctions. They look at CCTV and records to verify and examine practices. This ensures close scrutiny of key areas relating to young people's rights, wellbeing and safety. A new system has been installed to support night staff in their role. This electronic system makes it easier for night staff to record the checks they undertake with young people. This system demonstrates that young people's risk assessments are being followed and that staff are supporting young people to stay safe. New phones have been

installed. Portable phones ensure incoming calls can be taken by staff without them having to go to the office area. Young people also have access to new phones to make and receive calls in the private room for the purpose. They can also take calls in the privacy of their own room if the main phone is in use by using the new portable phones that staff carry with them. Outside play areas have been upgraded with new surfaces. These were not utilised well previously due to a recurring problem with the surface. These areas are now very well used for activities, fresh air and exercise and young people spoke highly of how pleased they are with these facilities.

## Information about this children's home

The centre is operated by a voluntary organisation. It is registered as a secure children's home and is approved by the Secretary of State to provide secure care and accommodation. Education is provided on site and facilities include outdoor exercise areas and a sports hall. The centre can accommodate 12 young people of either gender from 10 years to seventeen years of age in two purpose built living units. Admission of a young person under 13 years of age requires the approval of the Secretary of State.

## Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/01/2015	CH - Full	Good
30/10/2014	CH - Full	Adequate
16/04/2014	CH - Full	Adequate
22/10/2013	CH - Interim	Good Progress

## **What does the children's home need to do to improve?**

### **Recommendations**

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

- A record should be made and kept of all uses of single separation in secure children's homes (regulation 17 of The Children (Secure Accommodation) Regulations 1991); specifically, ensure that all records of single separation are accurate and fully completed (The Guide to the Quality Standards, Page 50, paragraph 9.65)

## **What the inspection judgements mean**

At the interim inspection 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**

Inspectors have looked closely at the experiences and progress of children and young people living in the children's home. Inspectors considered the quality of work and the difference adults make to the lives of children and young people. They read case files, watched how professional staff work with children, young people and each other and discussed the effectiveness of help and care given to children and young people. Wherever possible, they talked to children, young people and their families. In addition the inspectors have tried to understand what the children's home knows about how well it is performing, how well it is doing and what difference it is making for the children and young people who it is trying to help, protect and look after.

This inspection focused on the effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection.

This 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 Children's Homes (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*.

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