

Children's homes - interim inspection

Inspection date	22/06/2015
Unique reference number	SC062079
Type of inspection	Interim
Provision subtype	Residential special school
Registered person	The Children's Trust
Responsible individual	Mr Dalton Leong
Registered manager	Mrs Helena Jones
Inspector	Mrs Emeline Evans/Amanda Maxwell

Inspection date	22/06/2015
Previous inspection judgement	N/A
Enforcement action since last inspection	None
This inspection	
The effectiveness of the home and the progress and experiences of children and young people since the most recent full inspection	
<p>This home was judged at the full inspection. At this interim inspection Ofsted judge that it has sustained effectiveness.</p>	
<p>Young people are cared for in an individualised way and staff have a good knowledge and understanding of each young person. Staff are intuitive to the young people's needs in relation to health and general well-being, they are skilled at promoting a nurturing environment where young people are safe and feel safe and well cared for.</p> <p>Since the last inspection, there has been a focus by the management team in identifying areas for improving practice and embedding this into the culture in the home. This has focussed specifically on training in medication arrangements and the reporting of incidents involving medication errors. One house has been involved in a pilot for a medication project plan this has involved assessing competency in administering medication and training in the use of information technology systems. Clear flowcharts are now in operation staff understand the processes to follow. The management team reports this is having an impact in both reducing errors and an increase in staff confidence.</p> <p>There is a child-centred approach to management with the team being fully involved in developing advocacy services for the young people. The Registered Manager has developed the system in place to monitor the running of the home. This has resulted in a strategic overview and awareness of key issues and identifies patterns or trends. The organisation has recruited a social worker who is 'attached' to the children's home. She has been responsible for analysing any incident sheets and completing an overview in relation to any reported bruising or marks on young people. On discussion with staff and during a review of information, it was noted that opportunities are missed for oversight from the management team if only a body map is completed following discovery of a bruise. There is a lack of consistency within the staff team in where to record related information. The staff team have received managing allegations training from the local authority and staff are clear on their responsibilities in this area and know where to locate the</p>	

necessary guidance. Records in relation to safeguarding concerns are kept electronically and in some cases lack the detail of when advice was sought and who was involved in the decision making. It was evident that concerns are acted upon and reported to the necessary agencies.

Staffing levels have been scrutinised by the manager to ensure young people are receiving sufficient support. This has resulted in vacant posts being created, recruitment has been underway and the home has filled to a number of the vacant positions; this process continues to and managers seek a full complement of staff. During the process of recruiting to these positions, the home has used a number of consistent agency staff and bank staff. This has enabled continuity for the young people. Staff spoken with recognised that there has been an improvement in staffing levels recent weeks.

All young people's needs and the impact on their well-being is considered when admitting new young people to the home. Staff work in partnership with parents and professionals to assess young people's needs prior to visiting the home. Transitions have been managed remarkably well by staff and this is clearly a strength of the service. Staff and managers advocate for a number of young adults who are currently residing in the children's home to ensure future adult placements are well facilitated and positive moves.

The suitably qualified and experienced Registered Manager effectively leads the enthusiastic staff team. Staff are confident in their roles and key workers well informed on the needs and progress of their key child. Young people are able to maximise their independence in readiness for transition onto adult services. Staff work with young people to identify individual goals and spend time and effort in ensuring young people are supported to meet them. The manager is aware some of these goals are education based and although integrated into the therapeutic work undertaken she is looking at having specific residential targets in operation for young people. Staff and managers give examples of the steps made in developing young people's independence; young people can now demonstrate their choice in DVD's and choose which staff member they work with. These steps are celebrated for each individual young person.

Staff use positive reinforcement and encouragement to support behaviour management. The use of pictorial methods of communication ensure children understand the messages being delivered. It is reported the children's homes do not use physical intervention. On observation, two bedrooms have high handled doors. This is to prevent young people leaving due to risks that may result in injury to that young person. This is restricting liberty of movement and therefore a restraint. This is not currently being considered as such and therefore not recorded

or reviewed to see if these are still required. In addition, one of these bedrooms had a large window to enable staff to monitor the young person to ensure he is safe. This again has not been reviewed or revised and it was not evident how the privacy of that young person is appropriately protected.

There is a real commitment from the management and staff team to further raise the standard of care provided to the young people who access the service. They have clear vision and realistic aspirations for the service and in achieving positive outcomes for the young people.

Information about this children's home

This home is also a residential special school and it provides holistic services for children with multiple disabilities and complex health needs. The school provides 52-week placements for learners and is therefore registered as a children's home. This is in addition to being registered with the Department for Education as a non-maintained school for children with profound and multiple learning difficulties with an age range between five to 25 years.

The school has 44 educational placements. The registered children's home accommodates 33 young people, in single or twin bedrooms. The residential accommodation comprises three separate houses. At the time of this inspection, there were 33 residential children. The three houses are also registered with The care Quality Commission.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
28/01/2015	CH - Full	Good
12/12/2014	CH - Full	Inadequate
06/02/2014	CH - Interim	Good Progress

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

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 (England) Regulations 2015 and the *Guide to the children's homes regulations including the quality standards*. The registered person(s) must comply with the given timescales.

Requirement	Due date
Ensure a written record is made of the use of any measure of control, restraint or discipline, in a volume kept for the purpose of which shall include the matters listed within Regulation 35((3)(a)(b)(c))	31/07/2015
Ensure the privacy of children is appropriately protected and any limitation on a child's privacy is kept under review and if necessary revised (Regulation 21(a)(c)(i-iv))	31/07/2015

Recommendations

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

ensure all safeguarding documentation is robust and details decision making processes

implement a clear procedure for staff to follow that clarifies the exact process to be followed with regard to incidents of bruising or marks being noted.

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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