

Children's homes inspection - Full

Inspection date	29/06/2015
Unique reference number	SC042446
Type of inspection	Full
Provision subtype	Children's home
Registered person	The Rose Road Association
Responsible individual	Ms Heather Aspinall
Registered manager	Mrs Jane Corbett
Inspector	Mrs Maxwell

Inspection date	29/06/2015
Previous inspection judgement	N/A
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Good
The children's home provides effective services that meet the requirements for good.	
how well children and young people are helped and protected	Requires improvement
the impact and effectiveness of leaders and managers	Good

SC042446

Summary of findings

The children's home provision is good because:

- Relationships between children and staff are positive, staff are interested in young people and this is apparent in their interactions.
- Staff encourage young people to make choices regarding aspects of their daily care.
- Families are happy with the quality of care and support their young people receive.
- Children and young people are listened to regarding their views about the care they receive.
- Care plans are effective and user friendly.
- Staff are knowledgeable and caring towards the young people.
- Staff support young people to fulfil their individual care plans.

The children's home strengths

This section should only be included for homes that require improvement or for an inadequate home if there are key headline strengths to report. For good and outstanding home the key strengths will have already been set out above.

[insert text]

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
<p>In order to meet the protection of children standard and enable children to keep themselves safe, the registered person must ensure that staff:</p> <p>assess whether each child is at risk of harm taking into account information in the child's relevant plans and if necessary, make arrangements to reduce the risk of any harm to the child. In particular ensure that all forms of restraint (use force or restricting liberty of movement) are recorded.</p> <p>(Regulation 12 (2)(a)(1))</p>	01.10.2015
<p>In order to meet the children's views, wishes and feeling standard the registered person must ensure that staff:</p> <p>regularly consult children, and seek their feedback about the quality of the home's care.</p>	01.10.2015
<p>To engage with the wider system to ensure children's needs are met the registered person must:</p> <p>seek to involve each child's placing authority effectively in the child's care in accordance with the child's relevant plans; and</p> <p>seek to develop and maintain effective professional relationships with such persons, bodies or organisations as the registered person considers appropriate having regard to the range of needs of children for whom it is intended that the children's home is to provide care and accommodation.</p> <p>(Regulation 5 (a) and (d))</p>	01.10.2015

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Recommendations

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

Full report

Information about this children's home

- The home is registered for 12 young people aged between 4 and 18 years of age with a learning and/or physical disability.
- The home is owned by a charitable organisation.
- The home provides overnight short breaks on a planned or occasional basis across two areas within the building known as Oaks and Acorns.
- The home has a newly refurbished garden area, access to a multi-sensory room and hydrotherapy pool which are all based on site.
- The service is also registered with the Care Quality Commission.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
19/03/2015	CH - Interim	improved effectiveness
16/12/2014	CH - Full	Adequate
18/03/2014	CH - Interim	Good Progress

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	good
<p>Young people enjoy their time at the home and they are well supported by staff who know them well. Staff support young people by accommodating their preferred bedroom choice and peer groupings for their overnight stays, this enables them to feel at home.</p> <p>The staff have positive relationships with the young people. They know the children very well and staff share knowledge and information about the children to enable other staff to develop those relationships with them. The staff are child focused and it is apparent they care for the children through observing the</p>	

interactions between staff and young people. There is very little documented that shows the staff are actively gaining the views of the young people but likewise they are actively offering young people choices about aspects of their care. Staff are developing strategies to gain more formal feedback from young people regarding the quality of care they receive. This is not yet embedded and established within practice

Care plans are user friendly and all staff view these at the beginning of their shift which ensures they are updated regarding individual's needs and routines. Children are involved in making choices about the care they receive. This was evident at a meal time when each young person was given a choice, visually and through spoken word. A young person, who is visually impaired, did not appear to like what was offered so staff offered an alternative which the young person enjoyed.

Young people have individual goals that they work towards, but the monitoring and reviewing of their needs is not very effective. There are aspects of challenge present as young people may not visit the home regularly but the home need to develop methods of coping with this challenge to achieve better outcomes for young people.

Staff support young people to attend school and transport them to school and this also allows for information to be handed over to school staff. The staff that transport the children have a warm and caring nature and put a great deal of effort into supporting young people to feel safe by giving visual and vocal clues as to where they are travelling to. This also supports the young people with their routine and daily transition.

Staff celebrate young people's achievements and are genuinely interested in each of them. The celebrations varied from singing, verbal praise and spending quality time with staff doing an activity of the young persons choosing.

Staff support young people with their health needs and robust systems ensure individual's needs are met. A nurse is in attendance at the home providing training regarding specialist care needs for example gastrostomy feeding processes.

Staff plan activities that consider individuals needs and like to ensure all are offered recreational opportunities in and out of the home. The staff team were planning the holiday activities during my visit and these were both varied and exciting.

Staff have good relationships with parents and carers, but the level of communication with parents fluctuates and this needs to become more consistent, likewise links with other organisations need to become more established and embedded.

	Judgement grade
How well children and young people are helped and protected	requires improvement
<p>Children and young people feel safe and the environment is appropriate to need their needs.</p> <p>When young people raise concerns these are acted on. There is a child centred ethos within the home. Young people trust those that care for them and young people are treated with dignity and respect at all times.</p> <p>Pre-admission care planning and risk assessments have not considered all possible risks which are present, for example, how able a young person is to keep themselves safe while using their wheelchair while moving around the home. If all risks had been considered in advance unnecessary accidents could have been avoided.</p> <p>Care plans highlight risk and need; staff need to consistently review these to remain up to date regarding need.</p> <p>There are no records regarding forms of restraint being used as part of young people's daily care plans. However, there is 'low-level' restraint through the controlled environment, including safe space beds and the use of locked doors to.</p> <p>New staff have been employed over recent months and all aspects of safer recruitment have been followed and implemented during the recruitment process.</p>	

	Judgement grade
The impact and effectiveness of leaders and managers	good
<p>The staff are achieving the aims as set out in the statement of purpose. There are systems in place to review and monitor the quality of care provided by the home. Likewise support and challenge is provided by the board of trustees and leadership group.</p> <p>The home is properly staffed and there is an ongoing recruitment drive to fill staff vacancies. Staff receive a thorough training programme and effective supervision to support with their daily practice and development.</p>	

The recording systems in place to review and monitor accidents and incidents provide detail and the ability to review and evaluate. This then leads to staff amending risk assessments and plans.

Collaborative working would be enhanced by more frequent contact with stakeholders for each placed young person. There are gaps in the homes knowledge about young people and any ammendments to the circumstances which could be easily rectified with regular communication and review with placing authorities. There are also some young people who are offered short breaks who have no involvement with local authorities and there is no clear system in place to review and monitor these placements.

What the inspection judgements mean

The experiences and progress of children and young people are at the centre of the inspection. Inspectors will use their professional judgement to determine the weight and significance of their findings in this respect. The judgements included in the report are made against *Inspection of children's homes: framework for inspection*.

An **outstanding** children's home provides highly effective services that contribute to significantly improved outcomes for children and young people who need help and protection and care. Their progress exceeds expectations and is sustained over time.

A **good** children's home provides effective services that help, protect and care for children and young people and have their welfare safeguarded and promoted.

In a children's home that **requires improvement**, there are no widespread or serious failures that create or leave children being harmed or at risk of harm. The welfare of looked after children is safeguarded and promoted. Minimum requirements are in place, however, the children's home is not yet delivering good protection, help and care for children and young people.

A children's home that is **inadequate** is providing services where there are widespread or serious failures that create or leave children and young people being harmed or at risk of harm or result in children looked after not having their welfare safeguarded and promoted.

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 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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