

Children's homes inspection - Full

Inspection date	19/08/2015
Unique reference number	SC034210
Type of inspection	Full
Provision subtype	Children's home
Registered person	North Yorkshire County Council
Registered person address	North Yorkshire County Council, Director of Social Services, Racecourse Lane, Northallerton, North Yorkshire, DL7 8DD

Responsible individual	Mr Karl Podmore
Registered manager	Mrs Deborah Sandles
Inspector	Ms Michele Hargan

Inspection date	19/08/2015
Previous inspection judgement	Improved Effectiveness
Enforcement action since last inspection	None
This inspection	
The overall experiences and progress of children and young people living in the home are	Requires improvement
The children's home is not yet delivering good help and care for children and young people. However, there are no serious or widespread failures that result in their welfare not being safeguarded or promoted.	
how well children and young people are helped and protected	Requires improvement
the impact and effectiveness of leaders and managers	Requires improvement

SC034210

Summary of findings

The children's home provision is requires improvement because:

- Sometimes medication administered to children is not given as prescribed.
- The home's medication policy and procedures do not make clear to staff any additional safety measures to reduce risk regarding the use and oversight of any medical devices used by children on a daily basis.
- The provider does not assess the competency of staff regarding their management and use of medical devices that children need.
- The home does not have a dedicated room in which staff can store and administer medication for young people free from any distraction.
- Review of a young person's risk assessment and the impact of this is unclear.
- The Statement of Purpose does not make clear which staff are working towards achievement of Level 3 qualification and the anticipated date of achievement.

The children's home strengths

- Staff enable some young people to learn how to effectively manage their anxious feelings markedly reducing incidents of challenging behaviour.
- Complaints raised by parents are now robustly responded to making clear to parents and staff what lessons can be learned.
- Activities are planned and organised in advance and aimed at providing experiences that enrich children and young people's lives.
- Young people whose plan is for them to move into adult services take part in age appropriate activities.
- Staff receive specialist training from qualified health professionals aiding their understanding of specific conditions.
- Some young people's education and health care reviews reflect their needs and experiences within their short break.
- Staff recruitment practices are safe and there are effective systems in place to verify staff references.
- Staff matters that impact the quality of care available to children are robustly responded to by the Registered Manager.
- Systems to monitor the quality of care work well. Staff are regularly updated about any positives that are identified as result and about any areas that need to be addressed.

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>The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines into the children's home. (Regulation 23(1))</p> <p>In particular, make a dedicated room available in which to store and dispense medication. Assess the competency of staff to programme any medical devices and to reduce any associated risks with so doing. To review medication procedures as and when children are admitted to the home to ensure this reflects the needs of the child.</p>	30/11/2015

Recommendations

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

- The home's statement of purpose should be child-focused, indicating how the home provides personalised care to meet the Quality Standards for the children in their care. (The Guide to the Quality Standards, page 14 paragraph 3.5)

In particular, make clear which staff are working towards attaining the Level 3 Children and Young Peoples workforce Diploma identifying the anticipated date of completion.

- Ensure that for children using short break provision who have very complex health needs, staff need to be appropriately skilled to care for them and understand that safeguards may need to be greater than for other children. (The Guide to the Quality Standards, page 36, paragraph 7.20)

In particular, that policies and procedures regarding medication include guidance for staff about all medical devices used by children and any additional safeguards they need to take, including the number of staff necessary to ensure

safe management of any such devices.

- Ensure staff continually and actively assess the risks to each child and the arrangements in place to protect them. Where there are safeguarding concerns for a child, their placement plan, agreed between the home and their placing authority, must include steps the home will take to manage any assessed risks on a day to day basis. (The Guide the Quality Standards, page 42 paragraph 9.5)

In particular, that risk assessments regarding children are appropriately reviewed and updated.

Full report

Information about this children's home

May only provide care and accommodation for up to nine children with sensory impairment, learning disabilities, autism and physical disabilities. The home is operated by a local authority.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
03/03/2015	Interim	Improved Effectiveness
22/09/2014	Full	Adequate
17/03/2014	Interim	Good Progress
19/11/2013	Full	Good

Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	requires improvement
<p>Some young people's medication needs are not well managed. A dedicated room in which to store medication and where staff can dispense medication free of any distraction is not provided within the home. The lack of this facility seriously compromises safe administration practises increasing the risk to children and young people.</p> <p>Staff make meaningful relationships with children and young people because they treat them with dignity and respect and recognise their achievements. This meets children and young people's emotional and developmental needs. A parent said about how staff speak to her young adult son, 'They don't talk to him like he is a child, they speak to him like they would any other young lad.'</p> <p>Staff recognise that for some young people increased curiosity is a sign of progress and they reinforce this in age appropriate ways. This increases young people's feelings of self-esteem, sense of belonging and aids their overall development. For example, a member of staff said, 'I'm showing a young person how to maintain a bike, he loves maps and we are looking at these as well.' Another member of staff said, 'The young person has made huge progress. I haven't had to complete any concern forms about his behaviour for months.'</p> <p>Staff have sound knowledge of children and young people's needs at home and at school. This enables staff to work in partnership with others and to provide care that is consistent. A member of staff said, 'We have improved the home's diaries, we write things under headings so it's clearer to parents what we have done.'</p> <p>Children and young people take part in structured activities that are organised and planned in advance and that they enjoy. This approach values children and young people and respects children's rights to access their environment in the same way as their peers. A member of staff said, 'We have had a theme a week over the holidays, week one was Africa. Also this week it's Asia, that's why we are going to have an Asian meal.' Young people are also enabled to participate in activities that are closer to home helping them achieve developmental milestones. Helping children and young people engage in meaningful play builds a sense of belonging and aids their overall emotional development. For example, a member of staff said, 'One young person built a den in the garden. He worked on it over several visits.'</p> <p>Staff keep themselves updated and informed about their responsibilities and how to appropriately care for children and young people during their stay. This means a</p>	

structured handover takes place when staff change shifts. The person in charge makes it clear to each member of staff which child they are caring for and what they are expected to do. Establishing effective communication about children and young people's needs and ensuring these are well carried out promotes good care practice. A member of staff said, 'We read the child's care plan, "This is me" because things can change.'

Complaints raised by parents on behalf of children are taken seriously and lead to improved care practice. Investigations are recorded identifying actions and outcomes are shared with those raising the concerns. This approach builds confidence that the home has effective systems in place to address issues. A member of staff said, 'The young person's review shows that the parents were happy with how we resolved their concerns.'

Staff engage young people approaching adulthood who are readying themselves to move on from the home in ways that support this transition. As a result, they accept some young people demonstrate their increased capacity to make decisions about their lives through their behaviour. Staff also accept that young people have a right to say no. A member of staff said, 'A young person said he didn't want to go out to eat, so we stayed in. He wanted pizza instead so that's what we had.'

	Judgement grade
How well children and young people are helped and protected	requires improvement
<p>How reviews of some children and young people's risk assessments are completed and the impact of these are not clear. This impedes safe care practice and gives rise to misunderstanding about any developments or progress.</p> <p>Children and young people are cared for by staff who are appropriately vetted. Ensuring a robust recruitment process helps protect children and young people. Staff who are new to the home receive effective induction and support. This means they get to understand children and young people's needs before they have the responsibility for their care. As a result, children and young people are given the necessary time to help establish trust and build new relationships. A new member of staff said, 'I have an induction file and everything that I need to do, I go through and check it all off.'</p> <p>Children and young people live in an environment which is safe and suitable to their needs. This means they can take part in ordinary playful activities inside and outside the home aiding their overall development. For example, a member of staff said, 'We spend time in the garden, we have been showing him how to throw a</p>	

ball, he is learning how to jump.' Another member of staff said, 'We had Niddfest, it was really good, young people really enjoyed it. I did Karaoke with a young person.'

Children and young people do not go missing from the home. In the unlikely event that this happens information is in place so staff can respond appropriately in the best interests of children and young people. Children and young people's behaviour is well managed by staff. This means that staff rarely have to intervene to restrain a child or young person. When they do this is only as a last resort and systems are in place to oversee that all alternatives are firstly employed.

Bullying does not generally take place between young people. Staff rarely use sanctions preferring instead to adopt a restorative approach. This response raises children and young people's awareness about issues that may underlie challenging behaviour. This also dampens down feelings of shame that children and young people are vulnerable to, thereby reducing any escalating behaviours.

Issues of concern are appropriately referred to the local authority designated officer and to Ofsted. These actions ensure that matters can be independently investigated if necessary. This also enables Ofsted to evaluate measures taken by the registered person to safeguard children and young people and to support staff.

	Judgement grade
The impact and effectiveness of leaders and managers	requires improvement
<p>Medication procedures are not routinely reviewed and where necessary amended to ensure that they reflect the needs of all children and young people. This means staff are not informed about any additional measures they need to take. For example, procedural guidance does not make clear how best to safely manage any medical devices routinely used by children and young people. This omission increases the risks to children and young people and also places staff in a vulnerable position.</p> <p>The Statement of Purpose does not make clear which staff are undertaking Level 3 qualifications and the anticipated date of completion. This means those who place children do not have all the necessary information. This document has been recently updated and in all other respects is helpful as it makes clear how the home meet the needs of children and young people.</p> <p>The Registered Manager is a suitably qualified and experienced individual. The two deputy managers are each responsible for one of the two separate homes under</p>	

this registration, they receive effective support. This ensures children and young people's diverse needs are at forefront of daily management promoting child focussed care practice.

Staff work effectively with parents, education staff and health professionals. This means they have a thorough understanding about young people's overall needs and behaviours. This promotes consistent care practice. An independent reviewing officer said, 'They know absolutely everything, they provide a written report for review meetings. These are very child-centred with lots of pictures.'

Staffing matters affecting the quality of care received by young people are investigated and robustly responded to. Parents are kept up to date about progress in addressing identified concerns and lessons learnt are delivered within team meetings. This approach ensures staff are accountable for their action and helps restore confidence that the home meets children's needs well.

Reports for children's looked after reviews are meaningful and reflect what the progress children and young people make and what staff do to help children and young people's overall needs. This aids understanding of children and young people's experiences and histories now and in the future such as, at times of transition.

Children and young people stay in a short break setting that is generally well run. This means there are effective systems in place to identify where further improvements can be made to improve the quality of care. The Registered Manager has devolved responsibility for managing the homes budget. As a result, the quality of activities available to children and young people is improving. Specialist equipment for children and young people is purchased more readily freeing up additional resources. A senior member of staff said, 'A supplier said as we were a good customer, we could have a discount, so we got a new bed much cheaper'.

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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