

Children's homes inspection - Full

Inspection date	14/07/2015
Unique reference number	SC064412
Type of inspection	Full
Provision subtype	Children's home
Registered person	Quality Care Homes (UK) Limited
Registered person address	c/o Siva Palan & Co, 69-75 Boston Manor Road, BRENTFORD, Middlesex, TW8 9JJ

Responsible individual	Mrs Balwinder Randhawa
Registered manager	Mrs Balwinder Randhawa
Inspector	Mrs Trish Palmer

Inspection date	14/07/2015
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	Requires improvement

SC064412

Summary of findings

The children's home provision is good because:

- Young people are making good progress living in the home. The staff know the young people well and can interpret their needs and act accordingly.
- Staff offer a wide variety of activities both in the home and out in the community, giving the young people an opportunity to experience a wide range of opportunities.
- Staff effectively support young people who have time on their own in the community.
- The home values the importance of education and there is regular communication between home and school.
- Parents are given regular updates by emails and pictures.
- The home has a stable staff team who are committed to working with the young people.
- The staff understand the importance of contact with family and actively support this.
- The home promotes independence skills in accordance with each young person's understanding and ability.

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>To meet the children's views, wishes and feelings standard the registered person must ensure staff:</p> <p>help each child to express views, wishes and feelings.</p> <p>(Regulation 7 (2)(ii))</p>	1/9/2015
<p>To meet the children's views, wishes and feelings standard the registered person must:</p> <p>regularly consult with children, and seeks their feedback, about the quality of the home's care. This is in relation to young people's meetings.</p> <p>(Regulation 7 (2)(iv))</p>	1/9/2015
<p>To meet the protection of children standard the registered person must ensure:</p> <p>staff have the skills to identify and act upon signs that a child is at risk of harm.</p> <p>(Regulation 12(a)(iii))</p>	1/9/2015
<p>To meet the positive relationships standard the registered person must ensure that staff:</p> <p>help each child develop the understanding and skills to recognise or withdraw from a damaging, exploitative or harmful relationships.</p> <p>(Regulation 11 (2)(vii))</p>	1/9/2015
<p>To meet the leadership and management standard the registered person must:</p>	1/9/2015

use monitoring and review systems to make continuous improvements in the quality of care provided in the home. This specifically relates to the homes development plan. (Regulation 13(2)(h))	
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Recommendations

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

- Ensure that personnel responsible for recruitment follow procedures, this includes signing references as evidence they have been verified.
- Ensure that all young people have a Personal Emergency Evacuation Plan in place.
- Celebrate the achievements of young people and keep a record of this.
- Implement a clear system for recording household medication given to young people.
- Ensure that records of staff meetings are available for staff to read.

Full report

Information about this children's home

This service is a 52 week, six bedded home for young people with learning disabilities up to the age of 18 years old. It is run by a private organisation.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
30/03/2015	CH - Interim	sustained effectiveness
15/07/2014	CH - Full	Adequate
15/01/2014	CH - Interim	Inadequate Progress

14/05/2013	CH - Full	Adequate
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Inspection Judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home are	good
<p>The young people have good relationships with a stable staff team who understand their needs. Staff were observed having good interaction with young people returning from school, offering them a drink and snack whilst asking them about their day.</p> <p>A social worker and specialist worker were due to visit a young person. Staff were proactive in preparing him for this and keeping him calm.</p> <p>Staff are skilled in understanding the needs of the young people who are non-verbal. There are clear behaviour management plans in place outlining the young person's possible triggers and behaviours. Incidents are then recorded and reviewed by the manager.</p> <p>All the young people are in full-time education. Staff value the importance of education and there is frequent communication with schools. A young person also attends an after school club. One social worker reported that 'education has always been one of X's safe places where he will often display behaviours. There is good communication between the home and school, routines and structures are very important to X. The home has used visual timetables and structures put in place by the school. This has helped X with continuity'</p> <p>A parent commented that 'the home works closely with the school and keeps us updated on xx progresses'.</p> <p>There is a wide range of activities within the home. There are games, arts and crafts as well as a swing and trampoline in the garden. The young people have a wide variety of activities they attend in the community; these include bowling, swimming, cinema and local parks as well as a social club. One social worker reported that 'X has the opportunity to go out on a variety of activities which he enjoys'. One parent reported 'they are very good at getting X to try new activities such as the social club'.</p> <p>Young people are encouraged with independence according to their understanding and ability. One young person will now help staff tidy her room and fold her clothes. Another was observed helping staff make a whip for pudding that evening. One young person who is more independent has been supported in attending voluntary work three mornings a week in the community. Their social worker commented that, 'staff support X with voluntary work and he has managed to continue to attend this'.</p>	

All young people are registered with local doctors, dentists and opticians and have regular check-ups. If there is an issue with young people attending dentists or opticians the home is proactive in finding a more specialised service that can meet their needs.

The staff recognise that contact with family is very important to the young people. One parent reported that 'staff are always very supportive when X is on contact and I can call them for advice or X can call if they want to speak to staff'. Another reported that 'the staff always support contact and if I need to change the day or time this is never an issue'.

Staff are very proud of the achievements that the young people have made and continue to make whilst living in the home. However achievements are not celebrated with the young people, the deputy is looking at how this can be achieved.

	Judgement grade
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How well children and young people are helped and protected	requires improvement
<p>The young people live in a safe environment; there is a key pad lock on the front door and appropriate restrictors on the windows. A fire risk assessment is in place and regular checks are completed. Concise Personal Emergency Evacuation plans are in place for three of the young people. This needs to be completed for the fourth. One young person when asked indicated that he liked living in the home. One parent reported 'X is happy; the staff know him well and keep him safe'.</p> <p>Young people do not have locks on their doors due the risks this could pose: this has been risk assessed. When young people do spend time in their rooms staff observe a knock and wait policy before entering the room unless there is a concern for the young person's safety. If young people are able to manage being able to lock their door this would be risk assessed and an overriding lock is in place in case of an emergency.</p> <p>The staff have recently undertaken training on drug and alcohol misuse enabling them to recognise signs and work with young people who can spend time in the community unaccompanied. However the staff have not undertaken any training around Child Sexual Exploitation or Radicalisation, staff need to undertake this to be able to keep young people safe.</p> <p>The young people rarely go missing. This has only been the case when a young person who has time in the community has failed to return home at the appropriate time. A staff member spoken to was able to demonstrate that they knew the protocol. The home has worked closely with the social worker to minimise the risks, and she reported that 'X has been able to develop into adult life. Staff have put everything they can in place to try and keep him safe whist out. X is very vulnerable but they support him to manage risk.'</p> <p>The home has a good relationship with the local police officer and community support officer who visit if they are passing, this helps build relationships with the young people.</p>	

	Judgement grade
The impact and effectiveness of	requires improvement

leaders and managers	
<p>The Registered Manager who is also the Responsible Individual and one of the owners has been in post for eight years. She holds a social work qualification and has the necessary experience to manage the home effectively. The Deputy is currently undertaking a level 5 qualification in Leadership for Health and Social Care of Children and young people.</p> <p>All staff are currently undertaking or registered on the Level 3 Children and Young Peoples Workforce Diploma. The manager was away at the time of the inspection, however, the deputy had a good understanding of the progress young people have made since moving into the home.</p> <p>The manager sends out questionnaires once a year to parents, feedback is obtained throughout the year from social workers. There is no system in place for the young people to be able to have a formal input into the running of the home. The home has started to make links with the British Institute of Learning Disabilities and it is hoped that they can offer guidance with this.</p> <p>There is a stable staff team in place who say they feel supported by the manager. Supervision takes place regularly and staff say that they find this supportive. Staff reported that staff meetings take place regularly although the last record on file was for March. The manager needs to ensure that when staff meetings take place the minutes are subsequently available for staff to read.</p> <p>The Statement of Purpose and Function has been reviewed and the home works in accordance with this. Staff have regular training, the Looked After Nurse has recently trained staff on the administration of Buccal for a young person who has Epilepsy. There is an effective protocol for staff when administering Buccal.</p> <p>The managers and staff understand the strengths of the home and have a clear vision of how to improve positive outcomes for young people. The deputy is looking at how achievements can be celebrated with the young people.</p> <p>Managers will often do unannounced visits when not on duty to evaluate the quality of care the young people receive and use these as part of the Regulation 45 monitoring process. An independent person completes the monthly Regulation 44 visits, the deputy reported that the new format is working better.</p> <p>The need for staff to be trained in Child Sexual Exploitation was highlighted at the last inspection. This still needs to take place.</p>	

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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