

Children's homes inspection – Full

Inspection date	27/09/2016
Unique reference number	1183911
Type of inspection	Full
Provision subtype	Residential special school
Registered provider	Young Foundations Limited
Registered provider address	2 Acrefield Road, Birkenhead CH42 8LD

Responsible individual	Niall Kelly
Registered manager	Paul Lavery
Inspector	Jamie Richardson

Inspection date	27/09/2016
Previous inspection judgement	Inadequate
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

1183911

Summary of findings

The children's home provision requires improvement because:

- At the last inspection, this home was judged inadequate. A number of requirements were issued. They are all now met. Work needs to continue to ensure that positive care practice is maintained and the service continues on a journey of improvement.
- The health and well-being of children and young people are sometimes compromised. They do not all have regular dental health check-ups or enjoy a good levels of health and personal hygiene.
- Staff need further training to help children and young with more complex needs, such as autism. This will help staff to respond more effectively to their needs.

The children's home strengths

- Staff have received training around safeguarding and physical intervention. They now have the knowledge that they need to keep children and young people safe.
- Staff have a better understanding of key working with children and young people. As a result, relationships between staff and some children and young people are flourishing.
- The positive support offered by the management team is improving staff morale. Supervision practice has significantly improved. This is helping staff to maximise children's and young people's experience and potential.
- Improved recruitment and induction processes are now in place. This is helping to raise standards and better protect children and young people. New recruitment procedures ensure that children and young people are protected from inappropriate adults. The new recruitment process is raising the standards for applicants.

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 must comply within the given timescales.

Requirement	Due date
<p>10: The health and well-being standard</p> <p>In particular, the standard in paragraph (1) requires the registered person to ensure that staff help each child to understand the child's health and well-being needs and the options that are available in relation to the child's health and well-being, in a way that is appropriate to the child's age and understanding. (Regulation 10(2)(a)(ii))</p>	1/11/2016
<p>The registered person must notify HMCI and each other relevant person without delay if a child protection enquiry involving a child is instigated or concludes (in which case, the notification must include the outcome of the child protection enquiry); or there is any other incident relating to a child which the registered person considered to be serious. (Regulation 40(3)(d)(i)(ii)(e))</p>	01/02/2016

Recommendations

The registered person should ensure that staff can access appropriate facilities and resources to support their training needs.

In particular, staff should continue to develop their knowledge of individuals' complex needs, such as autism and pathological demand avoidance, or any other specific need that individuals may have. ('Guide to the children's homes regulations including the quality standards', page 53, paragraph 10.11)

Full report

Information about this children's home

This home is run by a private provider. It provides care for children and young people who have autism, complex learning difficulties or and challenging behaviour. This home can accommodate up to 12 children and young people.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
09/08/2016	Full	Inadequate

Inspection judgements

	Judgement grade
The overall experiences and progress of children and young people living in the home	Requires improvement
<p>Since the last inspection, there has been a clear focus on improving the standards of care for children and young people. As a result of intense training and robust support from the acting manager and senior managers, the staff now feel more confident in doing their job. One member of staff commented: 'It's a happier place now. Everyone is working together, including the managers. We now know what is expected of us.'</p> <p>Outcomes for children and young people are beginning to improve. They are all making good progress at the on-site school, because of individualised learning packages. For example, one young person has recently completed an online university course.</p> <p>The health of children and young people is sometimes compromised because they do not always attend routine medical appointments. For example, some dental appointments have been missed, and it is not clear from the records the reasons for this. The recording of personal health issues is also inconsistent, so it is hard to see how personal healthcare is being managed.</p> <p>Children and young people are making progress with their communication skills and some are able to communicate effectively with staff for the first time. A new speech and language therapist is now part of the team. Assessments of children's and young people's communication needs are underway. In time, this will ensure that all children and young people receive the bespoke support that they need.</p> <p>The medication room is now in good order. Stock checks are accurate. This reduces the risk of any medication going out of date and it ensures that all medication is accounted for. In addition to the acting manager's monthly audits, medication practice and auditing records are now overseen weekly by a new specialist nurse. All staff have completed their medication training or are enrolled on a course. This will strengthen staff knowledge and skills, and help to avoid any errors in medication practices.</p> <p>Children and young people are supported to choose their own activities. They are gaining confidence to try new things. For example, one young person is using his new bicycle and another has undertaken trips into the community. This is helping to extend their life experience and social horizons.</p>	

The acting manager and staff are ambitious in supporting children and young people to develop their independence skills. This includes shopping for new clothing, learning how to cook and visiting the cinema on their own for the first time.

Children and young people enjoy a good range of home-cooked food. Some prefer a limited choice of food, but the chef is helping to introduce them to a more varied diet in a way that is fun. For example, a themed Mexican night was held, and young people sampled Mexican food and wore Mexican clothing.

	Judgement grade
How well children and young people are helped and protected	Requires improvement
<p>All staff have now undertaken safeguarding training and understand how to keep children safe.</p> <p>Current recording systems for monitoring behaviour and physical intervention are complex. Documentation is under review in order to simplify the recording system. This will make it easier to identify patterns in children's and young people's behaviour.</p> <p>Staff have also undertaken behaviour management and physical intervention training. Consequently, their understanding of behaviour support plans and how to manage behaviour is improving. This helps them to support children and young people in times of crisis more effectively.</p> <p>New recruitment procedures have been implemented. Staff recruitment files are now in order and there is a clear audit trail of staff recruitment checks. This helps to ensure that children and young people are protected from any adults who may potentially pose a risk to them.</p> <p>A new induction package for staff is providing them with the knowledge that they need to be effective in their work with children and young people. This includes safeguarding, health and safety, and behaviour management. One member of staff commented, 'Induction has been thorough – a great induction. They have settled us in well with other staff.'</p> <p>No children or young people are at risk of child sexual exploitation. Staff have received training around child sexual exploitation and have the knowledge to protect individuals, should this risk arise.</p>	

	Judgement grade
The impact and effectiveness of leaders and managers	Requires improvement
<p>The acting manager has been in post since 12th August 2016. He has the qualifications and experience needed to undertake this role.</p> <p>The requirements set at last inspection have been met. The acting manager and senior management team now have good oversight of the service and are committed to continual improvement. They know the home's strengths and the areas where they need to continue to develop. Monitoring processes are now more effective in ensuring that development plans are focused on areas for further improvement. This will help to sustain the positive changes that have been made.</p> <p>Staff are receiving more effective support. Targeted training is improving their competency and confidence. They have completed a range of basic training in the six weeks since last inspection. Further specialist training, around autism and the specific needs of children and young people, will strengthen staff practice and help them to meet their complex needs.</p> <p>Communication between the staff team and management is improving because of regular team meetings and daily support. This support is boosting staff morale and motivation. One member of staff commented: 'Management always listens to us and asks if we are OK. Managers ask us about what we need, which has been a good thing.'</p> <p>Supervision training for senior staff has significantly improved the quality of staff supervision. The new structured supervision sessions encourage reflection on practice and any significant incidents that occur in the home. This is helping staff to learn from difficult situations and improve their practice. One member of staff commented: 'Supervision has gone well. It is more supportive. It helps me to feel confident. We know what is expected of us.'</p> <p>Since the last inspection, there have been no notifiable events. As a result, this requirement cannot be evaluated at this inspection and remains in 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 'Guide to the children's homes regulations including the quality standards'.

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