

Children's homes – Interim inspection

Inspection date	24/01/2017
Unique reference number	SC033362
Type of inspection	Interim
Provision subtype	Secure unit
Registered manager	Jeannette Winson
Inspector	Jo Stephenson

Inspection date	24/01/2017
Previous inspection judgement	Good
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 good at the full inspection. At this interim inspection, Ofsted judges that it has sustained effectiveness.</p> <p>At the last inspection in April 2016, nine requirements and five recommendations were raised. Four of the recommendations related to the provision and delivery of education services and support. These will be assessed at the next full inspection of the home. The registered manager has fully addressed five requirements and the remaining one recommendation. Four requirements have not been fully met, although progress has been made. The registered manager has a clear plan to ensure that these matters are fully addressed.</p> <p>At the last inspection, records completed by staff relating to the use of measures of control lacked sufficient detail. The registered manager has introduced a range of improved recording systems to address this shortfall. These relate to physical restraints, sanctions and significant incidents. The nature of some incidents means that staff may need to separate young people from their peers for safety reasons. The new documents prompt staff to record antecedents succinctly with an assessment of the young person's behaviours, the actions taken to prevent harm to the young person or others and the rationale as to why a young person needs to be 'managed away'. There are some occasions when staff have not completed these records to the required standard. For example, they do not always detail specific triggers to challenging behaviours or record that they have sought permission from a senior manager to separate a young person from their peers for a prolonged period. Although staff usually record this information in other logbooks and in case files, this is not consistent and means that records of measures of control remain incomplete.</p> <p>Since the last inspection, the registered manager and the commissioned health service have progressed to establishing draft healthcare practice procedures and protocols. This means that care and clinical staff are able to assess, monitor and respond to young people's known and emerging health needs. This new partnership is in its infancy. Senior managers have not fully addressed shortfalls raised at the last inspection in relation to the monitoring, administration and disposal of non-prescribed medication or homely remedies. The registered manager has introduced a list of authorised non-prescribed medication. However, staff do not ensure that only these items are available in the home. Furthermore, monitoring records are incomplete. Consequently, it is not possible for managers or staff to confirm the amount of non-prescribed medication held in the home. As all</p>	

medication is securely stored, this shortfall is not detrimental to young people's safety or well-being.

The registered manager's oversight and review of the quality of care provided has improved over the past few months. She has established a range of data systems and evaluation documents that enable her to reflect on the strengths of the home and to identify areas for improvement. These improved monitoring tools include the registered manager having oversight of the central safeguarding record, ensuring that this document is up to date and including all actions taken to manage allegations of abuse or harm. The requirement raised at the last inspection is, thus, fully met.

Young people have made complaints since the last inspection. These primarily relate to their perception of the impact of the behaviours of some young people on them and on the centre as a whole. The registered manager responds to all complaints and now clearly records the actions taken to resolve these. The records include feedback from young people to confirm that they are content with the actions taken. This transparent approach to addressing complaints gives young people confidence in the resolution process, because managers and staff take their concerns seriously. This promotes young people's welfare and well-being.

The registered manager has completed an audit of staff recruitment files to ensure that these include all necessary information and documentation. The recruitment checklist is completed for all employees, and a revised monitoring system is in place. This improvement in recording means that managers can demonstrate that they have verified the suitability of staff to work with young people.

There has been some improvement in the frequency of formal staff supervision and the practice issues discussed during these sessions. However, the registered manager has not taken sufficient action to ensure that all staff receive regular, good-quality supervision that evaluates their performance and supports their development. The registered manager has recognised that further action is required to address this shortfall and has arranged for senior staff to undertake a bespoke training course on supervision skills to enable them to better review and appraise staff practice.

Young people continue to make good progress in all aspects of their development. Their safety and protection remain a priority. Following young people's admission to the home, the registered manager, senior care staff, health professionals and teaching staff develop support packages designed to address and meet young people's specific needs. This includes any vulnerabilities and risks. These care packages and programmes now include more structured leisure activities and enrichment opportunities. This enables young people to develop new hobbies and interests and to learn new social and practical skills. When young people are ready to leave the home, or require more specialist provisions, senior managers and care staff support these transitions well. This integrated approach to care planning means that young people benefit from comprehensive and personalised care from admission to discharge.

The internal decoration of the home has improved. Young people's bedrooms and communal living areas contain good-quality soft furnishings and new fixtures and fittings. This provides young people with an improved living environment. The home is awaiting the installation of a new telephone system to enable young people to have contact with authorised individuals without reference to staff. Although this system is not yet in place and the requirement made at the last inspection is not met, it is recognised that installation of the new system is imminent.

Information about this children's home

This secure children's home is managed by a local authority. It is approved by the Department for Education to restrict young people's liberty. The children's home can accommodate up to 16 young people who are aged between 10 and 17 years. It provides for young people accommodated under section 25 of the Children Act 1989 and who are placed by local authorities. Admission of any young person under 13 years of age requires the approval of the Secretary of State. Education is provided on site.

Recent inspection history

Inspection date	Inspection type	Inspection judgement
26/04/2016	Full	Good
09/06/2015	Full	Good
03/02/2015	Interim	Improved effectiveness
14/05/2014	Full	Good

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) meet(s) 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 within the given timescales.

Requirement	Due date
The registered person must ensure that children are provided at all reasonable times with access to the following facilities which they may use without reference to persons working in the home: a telephone on which to make and receive telephone calls in private. (Regulation 22(3)(a))	27/03/2017
The registered person must make arrangements for the handling, recording, safekeeping, safe administration and disposal of medicines received into the children's home. (Regulation 23(1))	27/03/2017
The registered person must ensure that all employees receive practice-related supervision by a person with appropriate experience. (Regulation 33(4)(b))	27/03/2017
The registered person must ensure that following the use of a measure of control, discipline or restraint in relation to a child in the home, a full and complete record of the incident is made. (Regulation 35(3)(a)(b)(c))	27/03/2017

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 that 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 whom 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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