

# 1231404

Registered provider: Courtyard Care Limited

Interim inspection

Inspected under the social care common inspection framework

## Information about this children's home

This privately run children's service may provide care and accommodation for up to four children who have physical disabilities and learning disabilities. This may include care and accommodation for children who have sensory impairment. The home may only provide care and accommodation for up to two children under short-break arrangements and may only provide care and accommodation for up to two children to live permanently at the home.

**Inspection date:** 25 January 2018

**Judgement at last inspection:** Good

**Date of last inspection:** 8 August 2017

**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

This home was judged good at the last full inspection. At the interim inspection, Ofsted judges that it has sustained effectiveness.

Young people either stay permanently or come to this home for short breaks. The home is child focused and provides a stimulating environment for young people in which to stay. There are communication aids, such as picture exchange communications systems, available in every room. This allows young people to express themselves in their chosen form of communication so that staff are able to respond effectively. Young people also have access to a good range of sensory toys throughout the home. There are photographs displayed throughout that help create a very homely and inviting environment, while the necessary aids and equipment are available to meet the needs of

the young people. In addition to this, a stable staff team cares for the young people well. Staff are attentive and instinctively know when a young person is unwell or unhappy. The staff do not see the young person's disability as a barrier to them progressing or having the same opportunities as other young people. For example, young people enjoy trips to the seaside, eating out in restaurants and gaining skills for independence, such as cooking.

The manager and the staff team maintain their commitment to providing a good and effective service for young people who have highly complex needs. The manager and staff have introduced a number of developments to improve the service. For example, there are more pictorial aids, objects of reference and sensory items available to support young people to express their views during the young persons' meetings. This means that all the young people can participate regardless of their preferred communication method. In addition to this, the home has reviewed and changed the night time fire evacuation procedure after some shortfalls were identified during a practice drill. As a result, the manager has introduced a 'snatch bag'. This means that each young person has a bag containing essential items such as a mobile phone, telephone numbers and a front door key that can quickly be picked up by staff when evacuating the building. This can also be used when out on an activity. This shows that the manager responds quickly to any known concerns and puts effective solutions in place.

The success of the home is evident in the requests from local authorities for permanent places. As a result, the manager has made an application to Ofsted to vary the home's conditions. As part of this process, the manager has recruited several new members of staff. The company follows the safer recruitment guidance. Therefore, young people are protected as far as possible from unsuitable adults. In addition to this, new staff undertake an induction that incorporates a high level of medical training. This training is checked periodically by a trained nurse to ensure that staff are competent in the procedures that they use. Therefore, young people's medical needs are cared for very well.

Most of the young people require additional medical equipment, such as oxygen tanks, saturation monitors and specially designed beds. These items are checked, maintained and cleaned to a high standard. The company employs a specialist nurse and she attends the home for two days a week. She checks the young people's medication, liaises with medical professionals and delivers medical training to the staff team. There have been occasions when young people have been admitted to hospital due to a deterioration in their medical condition. Members of the home's staff support the hospital nursing staff at such times, and the hospital support plans devised by the home give medical professionals a clear picture of the young person's condition, how they wish to be cared for, their medications and what medical professionals are involved in the young person's care. This means that there is minimal disruption to their routine.

Young people enjoy visiting the home and all that it has to offer. They receive one-to-one support, have access to a sensory room and engage with other young people. Young people have excellent opportunities to be involved in activities that they enjoy and to try new experiences. This helps with their overall progress, development and

social inclusion.

Excellent communication with parents, healthcare professionals and education providers means that young people receive a seamless service between their family home, the short-break service, school and any medical services that they may require. Young people have not been reported missing from this home. There is one young person who is mobile. However, there is minimal risk of the young person going missing from the home, as the home has a key fob entry and exit system and the young person is fully supervised. The manager has invited the missing from home coordinator from the police to attend the staff meeting to discuss the protocols and procedures in relation to this. This shows that the manager is proactive in ensuring that young people are safe.

There have been two formal complaints. The complaints are about family members not being able to contact the home or their young person not being in when family members have arrived for unannounced visits. In addition, a complaint has been made that a young person did not go out on an activity with the right medical equipment and that the young person did not receive his medication on time. These issues are currently being investigated. In the meantime, the manager has already actioned some improvements to ensure that the situation does not occur again. For example, voice messages are to be left for parents when they are not available to answer their phones, members of staff have undertaken further medical competency training and the 'snatch bag' is to be with the young person at all times when they are out with staff. Each young person has a medical checklist that requires completing by the staff member before they go out with a young person. A member of staff failed to do this, and disciplinary action is under way. However, the manager did not inform Ofsted. This means that Ofsted was not aware of the situation or the actions that the home had taken.

One requirement and three recommendations were made at the home's last inspection. They have all been met successfully. Although there have been no sanctions, the records of discipline now reflect the detail required by regulation. The home now has clear records that show the young person's transition into the home, and the manager has used the safer location risk assessment well to inform their decisions. This means that young people are placed in a safe environment. The manager has implemented a new system so that all staff are aware of any changes to the records or documents. For example, new information is held in the handover file until all staff have read and signed the new information. This means that members of staff are aware of any recent changes. All visitors are routinely taken through an emergency fire evacuation. This means that they can evacuate the building safely, if they need to.

The manager monitors the home well. As part of this process, she has identified that the independent visitor's report does not assist her to improve or develop the home. Therefore, a new service has been commissioned to undertake these visits.

## **Recent inspection history**

Inspection date	Inspection type	Inspection judgement
08/08/2017	Full	Good

## What does the children’s home need to do to improve?

### Statutory requirements

This section sets out the actions that the registered person(s) must take to meet 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 notify HMCI and each relevant person without delay if there is any other incident relating to a child, which the registered person considers to be serious. (Regulation 40 (4)(e))	28/03/2018

### Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people. Inspectors considered the quality of work and the differences made to the lives of children and young people. They watched how professional staff work with children and young people and each other and discussed the effectiveness of help and care provided. Wherever possible, they talked to children and 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.

Using the ‘Social care common inspection framework’, this inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, 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’.

## Children's home details

**Unique reference number:** 1231404

**Provision sub-type:** Children's home

**Registered provider:** Courtyard Care Limited

**Registered provider address:** Optima House, 100 Manchester Road, Denton, Manchester M34 3PR

**Responsible individual:** Colin Gallimore

**Registered manager:** Teri Hannon

## Inspector

Pam Nuckley, social care inspector

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