

Inspection report for children's home

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Inspector	Linda Leeder
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Provision subtype	Children's home

Date of last inspection	31/05/2013
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Service information

Brief description of the service

This children's home is a private provision which provides care and accommodation for up to three young people with emotional and behavioural difficulties and learning difficulties aged between 11 and 17 years.

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Progress

Since their previous inspection the service is judged to be making **satisfactory progress**.

At the previous inspection in May 2013 the home was judged to be providing a good standard of care for young people. In December 2013 the Registered Manager left the home. Although there has been no manager in post since then the service has made extensive efforts to find a manager and a suitable applicant is due to commence in post very soon.

At the previous inspection shortfalls were identified relating to staff training, supervision and appraisal; encouraging young people to engage in appropriate leisure interests; ensuring appropriate admissions to the home; maintenance of the home environment and ensuring that young people can express any concerns about the home and receive prompt feedback about their concerns. All requirements and recommendations from the previous inspection have been met.

The service has reviewed and evaluated the training it provides to staff. The result of this review has meant that some experienced staff have now been given the training to deliver training to other staff. Staff are now receiving good quality training that is

relevant to their role. This ensures that the quality of care for young people is maintained.

The home now encourages young people to engage in purposeful and interesting leisure activities. Some young people have been horse riding on a regular basis and although this has stopped during the winter months is due to start up again as the weather gets warmer. Young people have been out for shopping trips and to have beauty and hair treatments. Staff have also taken young people on holiday. All young people are able to use a local gym. This encourages young people to develop confidence and builds self-esteem.

The home ensures that all applications to the home are robustly assessed as to their suitability. The home turns down applications if there is a concern that their needs will not be met by the home. Consideration is given to the expertise of staff and location of the home before any young people are admitted to the home. The home ensures that any young people admitted to the home will not affect the care or progress of young people at the home. This ensures positive outcomes and the continued safety of young people placed at the home.

There is now new carpet in the home and the home is maintained to a satisfactory standard. Young people are able to choose the décor of their rooms and the property appears more homely. This makes young people feel valued and the home is a welcoming environment in which to live.

Young people are able to make complaints and raise issues about their care or the home. The service now provides a prompt response to any concerns expressed by young people. This can be an informal or formal chat or a written response to their concerns. Although the response provided by the home may not always be what young people wanted, the home has taken action to try and resolve issues that arise. The home has made efforts to work with young people to understand and improve any concerns or issues they may have. This ensures that young people feel listened to and understand why all their views may not be able to be taken into account.

The home has recently taken on extra staff to support the improvement to the quality of care for young people. All staff have either completed or are undertaking an appropriate care qualification at diploma level three. This ensures staff skills are enhanced and that there are sufficient staff to meet the needs of young people.

Records are generally well kept and are up to date, however on one occasion an unprofessional opinion was expressed in a written record kept by the home. This was not noted by managers and staff were not offered guidance regarding the quality and appropriateness of the recording. Recommendations are therefore made in regards to recording at the home.

Areas for improvement

Recommendations

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

- ensure entries in records are legible, clearly expressed, non-stigmatising and distinguish as far as possible between fact, opinion and third party information (NMS 22.4)
- ensure that there is a system in place to monitor the quality and adequacy of record keeping and take action when needed. (NMS 22.1)

About this inspection

The purpose of this inspection is to assure children and young people, parents, the public, local authorities and government of the quality and standard of the service provided. The 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 relevant regulations and meets the national minimum standards.

The report details the progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection*.