

Island Lodge

Inspection report for children's home

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Inspection date	15/01/2013
Inspector	Susan Southey
Type of inspection	Full
Provision subtype	Children's home

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Registered manager	Thomas Russell Thurlow
Responsible individual	Susan Mary Potton
Date of last inspection	08/10/2012

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Service information

Brief description of the service

This is a privately owned residential service for up to five young people of either sex. Young people have a diagnosed learning disability.

The inspection judgements and what they mean

Outstanding: a service of exceptional quality that significantly exceeds minimum requirements

Good: a service of high quality that exceeds minimum requirements

Adequate: a service that only meets minimum requirements

Inadequate: a service that does not meet minimum requirements

Overall effectiveness

The overall effectiveness is judged to be **good**.

The Registered manager has made consistent improvements to support improved care for young people since the last inspection. He has met all requirements and recommendations set. Furthermore, monitoring of the home has improved to support further enhancements to the service. Strengths and weaknesses are identified and appropriate action is taken to improve the outcomes for young people.

Young people are kept safe in the home with effective risk assessments and behaviour management plans that staff effectively execute. Young people have made significant improvements in their behaviour and no young people have been missing since the last inspection.

Young people benefit from highly personalised care plans that identify targets to improve their outcomes. Reward systems are in place in recognition of young people's achievements. This has proved effective, as young people have achieved identified goals by attending education regularly and learning new skills that support them to have smooth transitions into adulthood.

Young people make a positive contribution to the home and the local community. They are encouraged to participate in maintenance work in the home environment. Furthermore, they participate in charity events to support local causes. This enhances young people's self-esteem and gives them a sense of achievement and self-worth.

Areas for improvement

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 Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
5 (2001)	ensure the registered person keeps under review and, where appropriate revise the statement of purpose and the children's guide. (Regulation 5) (a)	04/03/2013

Recommendations

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

Outcomes for children and young people

Outcomes for children and young people are **good**.

Young people enjoy good health and attend all their routine medical appointments. Furthermore, they benefit from information to promote healthy lifestyles choices. Regular discussions take place in relation to the dangers of smoking and sexual health. Young people are encouraged to take responsibility for their own health and have made positive choices, as young people who live at the home do not smoke. Young people also access adolescent mental health services to support their emotional well-being.

Young people who are in full time education attend regularly to gain qualifications that will support them when they move onto adulthood. Young people who are no longer in full time education are enrolled at college. In addition, work placements are sought to provide additional skills for young people when they finish education and seek employment.

Young people make a positive contribution to the community. They take part in events to raise money for local charities. Young people are collecting sponsorship for a planned bike ride to benefit local community projects. Staff celebrate young people's achievements with award ceremonies in recognition of their success. Additionally, young people are encouraged to explore other cultures, they participate in themed nights that give them opportunities to dress up and enjoy national foods from other countries. This provides young people with opportunities to learn about other nations whilst engaging in social evenings.

Young people enjoy spending time with their family to support their sense of belonging. The home has good communication with families and this promotes

positive contact. All young people are now able to have extended contact with family that includes overnight visits and weekend stays. The placing authority, because of successful contact visits, has agreed this for young people.

Young people have comprehensive transition plans in place. They gain self-reliance learning new skills to support independence. This promotes successful progression to adulthood. Targets are set that are achievable taking into account young people's specialist needs. Partnership working takes place with planning meetings facilitated with other professionals to co-ordinate young people's progression to supported living. Young people are encouraged to participate in plans that affect their lives and one to one sessions with staff give them opportunities to discuss their future. This reduces anxiety for young people with special needs who are moving onto adulthood.

Quality of care

The quality of the care is **good**.

Staff provide young people with good quality care supported by comprehensive care plans which they update monthly. In addition, staff complete progress reports for looked after children reviews. Care plans are agreed by placing authorities, promoting partnership working and this meets a recommendation made at the last inspection. Young people are encouraged to reach realist targets that promote improvements in all aspects of their development. Examples of achievements are young people attending school regularly and improving their self-care skills to promoting successful transitions to adulthood. They undertake their own washing, travel independently, and attend education regularly. Supportive staff praise young people for their achievements and rewards are given for meeting their targets.

Staff manage the needs of young people with learning disabilities and complex emotional needs well. Young people say they have good relationships with staff and observations at the time of inspection demonstrate that staff interaction with young people is positive. One young person said, 'Staff are great and always listen to you.' Young people have opportunities at residents meetings and individual sessions to give their views. They are encouraged to make choices and participate in the running of the home. Staff seek their opinions through regular residents meetings and individual sessions. Young people say they are able to select foods for weekly menus and choose activities. Furthermore, staff assist young people to complete surveys to give their views at their looked after reviews. The surveys are child friendly and suitable to meet the needs of young people who have literacy difficulties. This supports young people's right to have their wishes considered in matters that affect their lives.

Young people have excellent opportunities to engage in activities. They are able to select three choices weekly. Staffing levels are good and this gives young people the opportunity to engage in individual activities with a member of staff. In addition, the service provides opportunities for young people to enjoy holidays away from the home. Furthermore, they discuss in one to one sessions which staff they prefer to

chaperone them. This increases the enjoyment for young people who can spend individual time with staff who they relate to well.

Young people live in a home that is well maintained. Staff promote young people's inclusion in making improvements by encouraging them to take part in enhancing the house. Recently the interior of the home has undergone re-decoration, which all young people have helped to complete. In addition, young people have been involved in changes to the exterior of the house. One young person is very proud of the shed they have built and their involvement in painting the garden fences. Young people feel valued when they are trusted to complete tasks, which give them a sense of achievement.

Safeguarding children and young people

The service is **good** at keeping children and young people safe and feeling safe.

Young people say that they feel safe at the home. Staff are competent and demonstrate they have a good knowledge of keeping young people safe. Furthermore, regular mandatory training including safeguarding and health and safety is available to educate staff to promote the safety of young people.

The management of young people's negative behaviours has greatly improved since the last inspection. Staff efficiently support young people who present with challenging behaviour. The home has implemented a behaviour management policy and all staff receive appropriate training. This has improved their ability to manage young people with complex behavioural needs. Young people feel secure knowing that the staff are competent and able to maintain consistent boundaries. The improvements made support staff to manage potentially dangerous behaviour extremely well. They implement the clear written guidance in behaviour management plans effectively. This safeguards the young person and the safety of others. In addition, these improvements meet a requirement and recommendation set at the last inspection.

There are robust risk assessments in place for all young people. They identify triggers that may result in young people engaging in risk taking behaviour and provide strategies to support their safety. This includes the regular checking of rooms when it is suspected that young people are engaging in self-harming behaviours and this meets a requirement made at the last inspection. Staff regularly monitor and change assessments to include risks associated with increased independence. An example of this is young people who received travel training and now independently access public transport. Risk management in consultation with placing authorities has enabled young people to take appropriate risks as part of growing up and are able to travel without supervision.

Young people rarely go missing from home and there have been no incidents since the last inspection. However, there are protocols in place, which are agreed by the safeguarding board and local police constabulary to promote the safety of young people should they go missing.

Regular fire drills take place with young people's participation. This in addition to regular checks on safety equipment promotes the safety of young people in the event of an emergency.

Recruitment procedures are robust to protect young people from adults who may wish them harm. Checks take place in line with regulation on all applicants prior to their recruitment to promote the safety of young people.

Leadership and management

The leadership and management of the children's home are **adequate**.

The Registered Manager has made positive improvements to the service since the last inspection. The interim inspection was brought forward following a number of complaints from local residents and several incidents involving young people, which required police involvement. The Registered manager has met all the requirements and recommendations set which has enhanced the care provision for young people. The Registered Manager and newly appointed Director of Care adopt a more robust approach to the referral process, training is in place for staff to manage young people with challenging behaviour and there is internal monitoring of the home. This has proved productive as positive changes have taken place to improve the care of young people.

When requests are made for placements by placing authorities, managers closely consider whether the service can meet young people's needs at the time of referral. Prior to the Registered Manager agreeing to accept placements, risk assessments are completed. These evaluate the impact any admission will have on the existing young people living at the home and the local community. The service will now only accept placements where young people's primary difficulty is a learning disability. The Statement of Purpose is not amended to reflect this change but has minimum impact on the outcomes for young people.

The Registered Manager has improved the training for staff. All new staff receive induction training which meets the national minimum standards. Additionally there is a planned training programme to meet mandatory training needs for all staff. This is scheduled in advance to promote their on-going development. Furthermore, all staff have received behaviour management training and have appropriate written guidance from the Registered Manager to manage young people effectively when they present with challenging behaviours.

The Registered Manager works in partnership with parents and other agencies to maintain young people's placements. In the event that a placement may be at risk of breakdown, the manager seeks alternative solutions with other professionals and parents. They implement joint strategies, plans, and risk assessments to prevent the necessity for young people to move from the home. One professional said that the home is excellent and staff work in partnership with them to promote the best outcomes for young people.

Monitoring of the home to review the quality of care provided has improved. The Registered Manager conducts monthly inspections to establish the standard of care provision for young people. The Director of Care monitors this data and information provided by independent visitor inspections. Evaluation of this data takes place to identify the strengths and weaknesses of the home. Where shortfalls are identified, managers take action to improve the service provision. This demonstrates their ability to make continued improvements and promote better care for young people.

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 main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the *Inspections of children's homes – framework for inspection* and the evaluation schedule for children's homes.