

Ocean Lodge

Inspection report for Children's Home

Unique reference number	SC357981
Inspection date	06/08/2009
Inspector	John Chivers
Type of inspection	Key

Setting address

Telephone number	01227 369089
Email	
Registered person	Benecare Ltd
Registered manager	
Responsible individual	
Date of last inspection	06/01/2009

Service information

Brief description of the service

The home is located on the sea front of a coastal town. Shops and other amenities are close by and good access to public transport allows opportunities to access other coastal towns. The home provides accommodation for up to four children on the two upper floors of the building, whilst the communal, education and leisure facilities are on the ground and basement floors. The home provides a good standard of care and support to the resident young people.

Summary

The overall quality rating is good.

This is an overview of what the inspector found during the inspection.

The inspection was a 'key' inspection and unannounced. All of the key standards in the sections being healthy, staying safe, enjoying and achieving, positive contribution, economic wellbeing and organisation of the national minimum standards for children's homes were assessed on this occasion. There were no actions or recommendations set at the last inspection and two actions and one recommendation are made as a result of this inspection. The home is managed in a sound and professional way and affords a good standard of care and support to the resident young people, having regard for equality and diversity issues throughout its operation.

Improvements since the last inspection

There were no areas for improvement set as a result of the last inspection.

Helping children to be healthy

The provision is good.

The home has full regard for health and medical matters concerning the young people and ensures these areas are monitored and reviewed on a regular basis. Young people are encouraged to live healthy life styles and eat a healthy diet.

The home has a range of healthy eating guides and food information posters are displayed. The home's menu provides for a balanced, healthy and nutritious diet and any special cultural, religious or preferential diets are catered for if required. The home also has food theme nights from other countries. Young people help to shop for provisions and help to prepare meals. The home's kitchen is of a domestic size and well equipped. Provisions are safely and correctly stored and refrigerator and freezer temperatures are taken and recorded. All staff are trained in food hygiene

and a food hygiene report from the local environmental health department is available. Young people said the meals provided are of a very good standard and plentiful and enjoyed by all.

The home has a wide range of health and medical related policies, procedures and guidance. Health and medical histories are held in young people's individual files and signed parental consent forms regarding medication administration and emergency medical treatment are also held. Young people's health care is monitored and reviewed on a regular basis and such details are entered in weekly and monthly reports and care plans. A local General Practice is available to the home and visits to the doctor and other health care professionals are clearly recorded. Young people are encouraged to engage in a range of activities and pastimes which afford them physical exercise.

Young people's medication administration records are available and show clear and consistent recording, including the administration of controlled drugs as appropriate. Medication is securely held in a locked metal cabinet and controlled medication is also securely held. Medication is subject to regular audit and old or discarded medication is returned to the pharmacy for disposal and a record is kept. Staff are trained in medication administration, first aid, epilepsy and Aspergers. Young people said that staff take an active interest in their health, encourage them to live healthy life styles and ensure medication is taken as appropriate.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

The home has a policy and procedure regarding privacy and confidentiality. Staff sign a confidentiality agreement upon appointment to the home. A telephone is available for young people's use without reference to staff and a 'contact' room is available where young people may meet appropriate visitors in private. Young people are able to lock their bedroom doors and therefore may keep any valued or treasured possessions secure. Confidential records are kept in locked cabinets and drawers within a locked office. Staff are aware of the importance of confidentiality and young people said in discussion that staff always treat them with dignity and respect their privacy.

The home's complaints procedure is available and information regarding complaints is also held in the Young People's Guide. Staff receive training in the home's complaint procedure during induction and this is reinforced periodically at staff team meetings. The home's complaints book shows that all complaints are taken seriously, are investigated thoroughly and detail action taken and an outcome. Young people said they know how to make a complaint and are clear that they have no complaints or concerns about the home, all of those interviewed say that the home is the 'best residential home they have ever lived in'.

The home has a child protection policy and procedure. In addition the local county council multi-agency safeguarding procedures are held along with a staff whistle

blowing policy. All staff are aware of the child protection and safeguarding procedures and where they can be accessed. Young people learn about aspects of their personal safety via their individual schools curriculum and this is reinforced by staff on an ongoing basis as part of young peoples living experience at the home. The home has good links with the local community police officer who also advises young people on aspects of their personal safety. All staff receive training in child protection; however the manager has not received any recent training regarding the county council multi-agency safeguarding procedures, though such training has been attended in the past. The manager said there are no current child protection issues in the home. The supervision of young people is close without being intrusive and all young people said in discussion they feel well protected in the home and that staff have full regard for their safety and wellbeing.

The home has an anti-bullying policy and procedure, and young people are clear that bullying is not a significant issue in the home. Young people further said that staff are alert to such behaviour and take prompt action should any issues arise. The close supervision arrangements coupled with the homely and friendly atmosphere at the home helps reduce the likelihood of bullying occurring. Young people also have access to help and advice lines and an independent person should they wish to convey concerns externally.

The home has a clear policy and procedure regarding young people who are absent without authority, though records show that absconding is not an issue in the home. The homely ambience created and maintained helps reduce the likelihood of unauthorised absences occurring and young people are clear what action would be taken should such incidents occur.

The home has a behaviour management policy which includes a list on non-permitted sanctions, permitted sanctions and restraint. The home follows the 'Team Teach' methods of behaviour management which is a recognised and approved system of behaviour management in children's homes and children's residential settings. The home operates a basic pictorial points token economy system where reward can be gained, though behaviour management is primarily maintained by good working relationships and mutual trust between staff and young people. Staff have positive relationships with young people and interact and engage them appropriately. Young people respond well to staff input in these areas and no significant issues regarding behaviour management and control are evident. Young people said that discipline in the home is fair and that sanctions are also fairly applied. The home's sanctions and restraint books are available and show that both sanctions and restraint are rarely used. Recording is clear and any restraint used appears appropriate and necessary in the circumstances described in the record. All staff are trained in the Team Teach method of behaviour management.

There are an adequate number of toilet and bathing facilities which afford privacy; however the door locks to these facilities are not of the type required by Standard 25.6 of the national minimum standards for children's homes.

The home has a health and safety policy statement and the health and safety 'law'

poster is prominently displayed. Health and safety checks occur weekly and a health and safety check list is completed monthly. There is a current fire risk assessment and fire instruction notices are displayed at various locations throughout the home. Fire evacuation drills and fire alarm tests are held on a regular basis. There are weekly checks on the fire prevention arrangements and annual servicing of fire extinguishers. All staff receive fire awareness training. There are current utility safety test certificates available. There are a wide range of generic risk assessments which are reviewed annually. Standards of cleanliness and hygiene are good throughout the home and no safety hazards are evident in the areas of the premises accessed. The home takes positive steps to keep young people, staff and visitors safe from the inherent risks of fire and other potential safety hazards.

The home has a staff recruitment policy and an equal opportunities policy. The personnel file of the most recently appointed member of staff appointed since the last inspection shows the home's recruitment and vetting procedures to be sound and hold all required information including two written references and a check via the Criminal Records Bureau at enhanced level. The home's recruitment arrangements help ensure that only suitable staff are appointed to look after the young people.

Helping children achieve well and enjoy what they do

The provision is good.

The home has full regard for young people's education and learning and encourages them to achieve and enjoy activities and pastimes. Young people are provided with a very good level of support by staff at the home and other professionals as appropriate.

All young people have allocated key workers who take lead responsibility for providing support whilst young people are in residence. Key workers meet with young people on a regular basis and update reports and records of meetings as appropriate. Key workers liaise with parents, schools that young people attend and health and medical services. Key workers provide a very good level of support of which young people confirm in discussion. Young people are clear that staff take an active interest in their development and progress and have positive working relationships with them. In addition external support from a range of professionals is sought when appropriate.

Whilst all of the young people have school places a tutorial room is available in the home where they can complete homework and other education and learning activities. This room is also used when young people are not in school attendance or are awaiting a suitable school placement. The home has a range of books and play and learning materials available to the young people. Young people learn about other cultures and diversity via their individual schools curriculum and such issues are reinforced by staff during daily life at the home. Young people have education histories, assessments and school reports in their individual files and copies of statements of educational needs and personal education plans are also held. Young

people have home-school diary books which are used as a liaison tool between the home and schools that young people attend. Young people said staff are always available to help and assist them with any homework and learning activities. Whilst the current residents are too young to be placed on work experience the home provides domestic and life skills support and training to help equip them for the future.

Helping children make a positive contribution

The provision is good.

Staff ensure all young people have written care plans which are monitored and reviewed. The home's admissions criteria helps to ensure only appropriate young people are admitted to the home where they are afforded opportunities to convey their views, opinions and exercise choice.

Young people have detailed care plans which cover a range of areas. The care plans are prepared to a good standard and are reviewed and updated on a regular basis by their key workers. Young people also have life story diary books which hold information about them and record an account of activities and events during holiday periods. Young people said they are aware of their future plans and are generally in agreement with them.

The manager said that statutory reviews are usually held within the prescribed time scales and copies of review reports held on young people's individual files confirm this. Young people confirm they can attend their reviews and make a verbal and written contribution to the review process. Key workers are responsible for including the home's contribution to the review reports.

The arrangements for contact are detailed in the home's Statement of Purpose. Any contact that young people have with their parents and significant others is clearly recorded on contact sheets which are held in young people's individual files. A contact room is provided in the home where young people can receive appropriate visitors in private.

The home has a clear admissions criteria which also makes provision for emergency placements. The manager said that all of the current young people fall within the admissions criteria and remit of the home. Young people are observed to fit in and respond well to the home's ethos and care programmes. Currently none of the young people are old enough to be placed on leaving care or 'pathway plan' programmes; however, the home does involve young people in basic life skills programmes as preparation for adulthood. Young people leave the home in a planned way in liaison and in conjunction with other relevant agencies.

The home has a range of forums where young people can communicate their views, opinions and exercise choice. This is achieved via one to one consultation in key work meetings, in daily discussion or in young people's group meetings which are held weekly with written minutes of meetings being available. Young people said

staff openly seek their views and listen to what they have to say and afford them choice regarding aspects of their daily lives.

Achieving economic wellbeing

The provision is good.

Leaving care and moving out of the home arrangements have been detailed above where plans are put in place as appropriate.

Young people receive a pocket money allowance which is issued on an age related scale and can also earn extra pocket money by completing chores satisfactorily. Young people receive a clothing allowance and dress in age and fashion appropriate clothes. Personal requisites such as toiletries and cosmetics are available.

The home provides adequate communal and private space for the young people. Communal areas are decorated and furnished to a good standard and are well maintained. Young people's bedrooms are decorated and furnished to an equal standard and are personalised to varying degrees, some rooms having an abundance of soft toys and personal memorabilia. There is a games room and a family contact room. No safety hazards are evident in the areas of the premises accessed.

Organisation

The organisation is good.

The promotion of equality and diversity is good with the home having full regard for individual differences and facilitating an awareness of such issues to staff and young people alike. The home is managed in a sound and professional way and affords a good standard of care and support to the resident young people.

The home's Statement of Purpose is available and accurately describes the services and facilities provided. The Statement of Purpose is reviewed annually. There is a detailed Young People's Guide which is attractive and informative, and provides information for young people in a suitable format. The Guide also has a section covering beliefs and culture.

The home's staff are sufficient in number during the day and night and have the necessary skills, experience and competence to meet the needs of the young people and enable the home to achieve its aims and objectives. Staff work with the young people in a committed and diligent way. Staff and young people are clear that the home has regard for equality and diversity issues and that no discriminatory attitudes or practices exist within the service. The staff team have a good balance in terms of gender. Formal staff supervision occurs on a monthly basis and written notes of supervision sessions are available. Staff are appraised annually via their personal development plans. The manager holds the National Vocational Qualification at level 4 and also the Registered Managers Award and has substantial experience of practice and management in children's residential settings. There is an active staff training

programme covering a range of areas. All staff hold the National Vocational Qualification at level 3 and the most recently appointed member of staff is due to commence such training in the near future. There is a sound level of communication between staff with 'handovers' being held daily where notes are taken and full staff team meetings occurring monthly with written minutes of meetings available.

The manager monitors the conduct of the home on a monthly basis and completes a monitoring form on the last day of each month. Regulation 33 monthly visits occur and reports on the visits are held. The Regulation 33 visit reports are comprehensive and act as a sound quality assurance mechanism. The home does not have a current annual development plan. Young people's individual files are organised and maintained to a very good standard and hold all required information. The home has a current insurance liability certificate.

What must be done to secure future 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 Provider(s) must comply with the given timescales.

Std.	Action	Due date
25	ensure the door locks to toilet and bathing facilities are changed to the type required by Standard 25. 6 of the National Minimum Standards for Children's Homes. (Regulation 31)	11/09/2009
33	ensure the company draw up an annual development plan for the home. (Regulation 34)	30/09/2009

Recommendations

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

- ensure the manager receives updated multi agency safeguarding training. (Standard 17)