

## Response to the June 2009 Ofsted Inspection

### Muswell House

Statutory Requirements (In order to remain fit for registration you must comply with the requirements of the Care Standards Act 2005 and the Children's Home Regulations 2001 made under that ACT)

Regulation that are in breach	Issues	Specific	Action to be undertaken	Whom by	Homes proposed completion	Respond to Ofsted by	Ofsted Dead lines Completed by	Monitored by
Reg 27(4)(a)	Staff file Need to evidence requirements	All staff receive appropriate training, supervision, appraisal	<p>Supervision diary/Ascertain dairy</p> <p>Staff to be advised accordingly of supervision dates.</p> <p>One year advance supervision;</p> <p>A weekly monitoring via task focused support to all staff working on shift.</p> <p>Accountability to be enforced</p> <p>Set appraisal dates</p> <p>Review the quality of supervision</p> <p>Training file inclusive of certificates ( staff audit)</p>	<p>Led by the The Manager</p> <p>Supervisors: Yvonne Cleopatra</p> <p>Yvonne/ The Homes manager</p> <p>Yvonne The Homes manager</p>	<p>Supervision dates have been booked for a year ahead. Evidenced in supervision Diary.</p>	<p>3.8.09 NB: an additional week given. 14<sup>th</sup>. 08. 09</p>	1.10.09	<p>Patricia Frankson <b>NB: Please note that there has been a management change From the 10<sup>th</sup> August 2009 . The New Appointed Manager will be Mrs Patricia Frankson.</b></p>

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Regulation that are in breach	Issues	Specific	Action to be undertaken	Whom by	Homes proposed completion (C) Activated (A)	Respond to Ofsted by	Ofsted Dead lines Completed by	Monitored by
Reg 12 -1 (a) (b) (c)	Children's placement plans This was raised on 9/7/08  Date for completion was 29.8.08	Ensure that each child has a placement plan on file which includes full details of the child's need and how the home will meet them.  This will include their health and Educational needs.	<p><b>Check files</b></p> <p>Key worker must be allocated tasks. Regular task focussed supervision session will be given on each shift.</p> <p>Each worker will be given the following:</p> <p>An internal children's placement plans and guidance</p> <p>Weekly target planning</p> <p>Weekly report format</p> <p>Incident report</p> <p>Sanction reports</p> <p>Reward report</p> <p>Unauthorised absences</p>	<p>Led by the Manager</p> <p>Supervisors: Yvonne Cleopatra</p>	<p>(A) 4/8/09</p> <p>12<sup>th</sup>/08/09</p> <p>12<sup>th</sup>/08/09</p> <p>12<sup>th</sup>/08/09</p> <p>12<sup>th</sup>/08/09</p> <p>12<sup>th</sup>/08/09</p> <p>12<sup>th</sup>/08/09</p> <p>12<sup>th</sup>/08/09</p>	31.8.09	29/8/09	Patricia Frankson

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			Risk assessments		12 <sup>th</sup> /08/09			
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Regulation	Issues	Specific	Action to be taken	Whom by	Management proposed completion date	Respond to Ofsted by	Date by Completed by	Monitored by
Reg 12 (a) (b) (c)	10/12/08 this was raised in the inspection. Date for completion was the 16/1/09	Ensure that the placement plans include information regarding the overall needs of the children placed and how these will be met. The registered manager shall seek and take account of the views of the children when developing the plan	an internal children's placement plans and guidance  Evidence of consultation with the young people  Each staff to be given consultation document	Led by the Patricia  Supervisors: Yvonne Cleopatra	One to one supervision in task focussed meeting/ staff meeting on the 12 <sup>th</sup> /08/09	14 <sup>th</sup> August 2009		The Manager
Reg 12 (a) (b) (c)	Inspection took place on the 23 <sup>rd</sup> June 09 to be completed by 29 <sup>th</sup> August	Ensure that each child has a placement plan on file which includes full details of the child's need and how the home will meet them	Check that all placement plans meet regulation 12  Evidence of consultation with the young people Consultation with young people/ evidenced 6 <sup>th</sup> & 7 <sup>th</sup> august 09. Diversity, Complaints/ young people guide/ Ethnic needs. Ongoing	Led by the Patricia  Supervisors: Yvonne Cleopatra	10 <sup>th</sup> August 2009	14 <sup>th</sup> August 2009		The Manager
Reg 12 (a) (b) (c)	Lack of evidence that the young people were	The inspection on the 10/12/08 Actions must be completed by 16/2/09 Ensure that the placement plans include	Evidence of consultation with the young people Consultation with young people/ evidenced 6 <sup>th</sup> & 7 <sup>th</sup> august 09. Diversity, Complaints/ young	Led by the Patricia Supervisors: Yvonne	10 <sup>th</sup> August 2009	14 <sup>th</sup> August 2009		The Manager

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	involved. Limited documents	information regarding the overall needs of children placed and how these will be met. The registered manager shall seek and take account of the views of children when developing the plan	people guide/ Ethnic needs. Ongoing	Cleopatra				
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Regulation	Issues	Specific	Action to be taken	Whom by	Proposed completion date	Date Completed by	Monitored by
Regulation 5	Statement of purpose and children guide	Clarify the service	Review and revise the statement of purpose and children guide Notify the commission within 28 days Revised children guides must be supplied to all young people	Led by the Patricia Supervisors: Yvonne Cleopatra	10 <sup>th</sup> August	1/10/09	The Manager
Regulation 34	Maintain systems	Monitoring matters under Schedule 6  Improving the quality of care provided Ensure the copy of reports are available in relation to Ofsted schedule 6  Consultation with the children and parents and placing	A monitoring system will be produced for the following: <b>A number of tasks can be delegated to members of the team.</b> Compliance with the care plan/children placement plan Young peoples valuables. In safe. (Manager) Daily menus ( <b>Kelly</b> ) First aid ( <b>Gail</b> ) All accidents and injuries ( Tony ) Illness monitoring ( Natasha ) Complaints (Manager ) Allegations of suspected abuse ( Manager) Staff recruitment records ( Manager ) Visitors ( Leroy) Notification schedule 5. (Margaret Nelson) Unauthorised absences ( <b>Carol</b> )	Led by the Patricia Supervisors: Yvonne Cleopatra	11 <sup>th</sup> August the allocation of tasks will be given.	11 <sup>th</sup> August the allocation of tasks will be given	The Manager

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			<p>Measures of control and restraint ( Manager)                  Risk assessment health and safety (Deputy)                  Medicines and medical treatment. ( Cleopatra)                  Educational provision ( Charmaine)                  Duty rosters ( Yvonne)                  Daily log of events. (Managers/Deputy)                  Fire test, equipment ( Kamali)                  Appraisals. (Manager)</p> <p>Minutes of staff meetings. ( Manager)                  Young peoples file. (Deputy)                  Young peoples meetings. ( Charmaine)</p>				
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Regulation	Issues	Specific	Action to be taken	Whom by	Proposed completion date	Date by Completed by	Monitored by
Reg 20 (1)	The promotion and protection of health	Ensure that each child has a health plan on file. Health records for each child must be complete and signed at the beginning of each placement	<p>Key worker will be ensuring that the young people are registered with the local GP, Dentist, Optician and a visit from the LAC Nurse is booked.</p> <p>The Lac Nurse will complete and update the health assessment forms for all the young people.</p>	<p>Key workers / Deputies</p> <p>LAC Nurse</p>	This will be an ongoing document. This will also be reviewed in conjunction with the placement plans.	01/10/09	The Manager
Reg 20 (1)	The promotion and protection of health	Ensure the health of children and young people is promoted and protected and adequate	In House training for the young people, i.e. First aid, Sexual health education, Drug and Alcohol. Bullying and Gangs, Food Hygiene, Anger management.(Rewards for each young person on completion of each training session)	Cleopatra Patricia to follow up.	An additional training schedule to be completed.	01/10/09	The Manager

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		information about their health needs is available on care plans	Consultation with young people. Completed Placement Plans. The LAC Nurse will update the young peoples file on all health advise given				
Reg 21	Health needs of the children	Ensure that there are suitable arrangements in place for the disposal of unused medication	The disposal of unused medication will have a monitoring system in place which will audit and record all medication that has been returned to the pharmacy for disposal.	Patricia , Yvonne Cleopatra	03/08/09 13 <sup>th</sup> / 8th/09	Ongoing	The Manager
Reg 31	Health needs of the children.	Ensure that the young peoples bedrooms is adequately ventilated	Fans have been ordered and purchased for all the bedrooms and additional ones for the Social areas within the home.	Margaret.	24 <sup>th</sup> June 2009	Completed	The Manager
Reg 24	Complaints procedure.	Ensure that the young people have a comprehensive written information that outlines the homes complaints procedure.	Consultation with the young people re making a contribution to the young persons complaint procedure.  The homes logging and documentation for the complaints procedure and guidance and the Internal policy and procedures .	The Manager	1 <sup>st</sup> October 2009		The manager