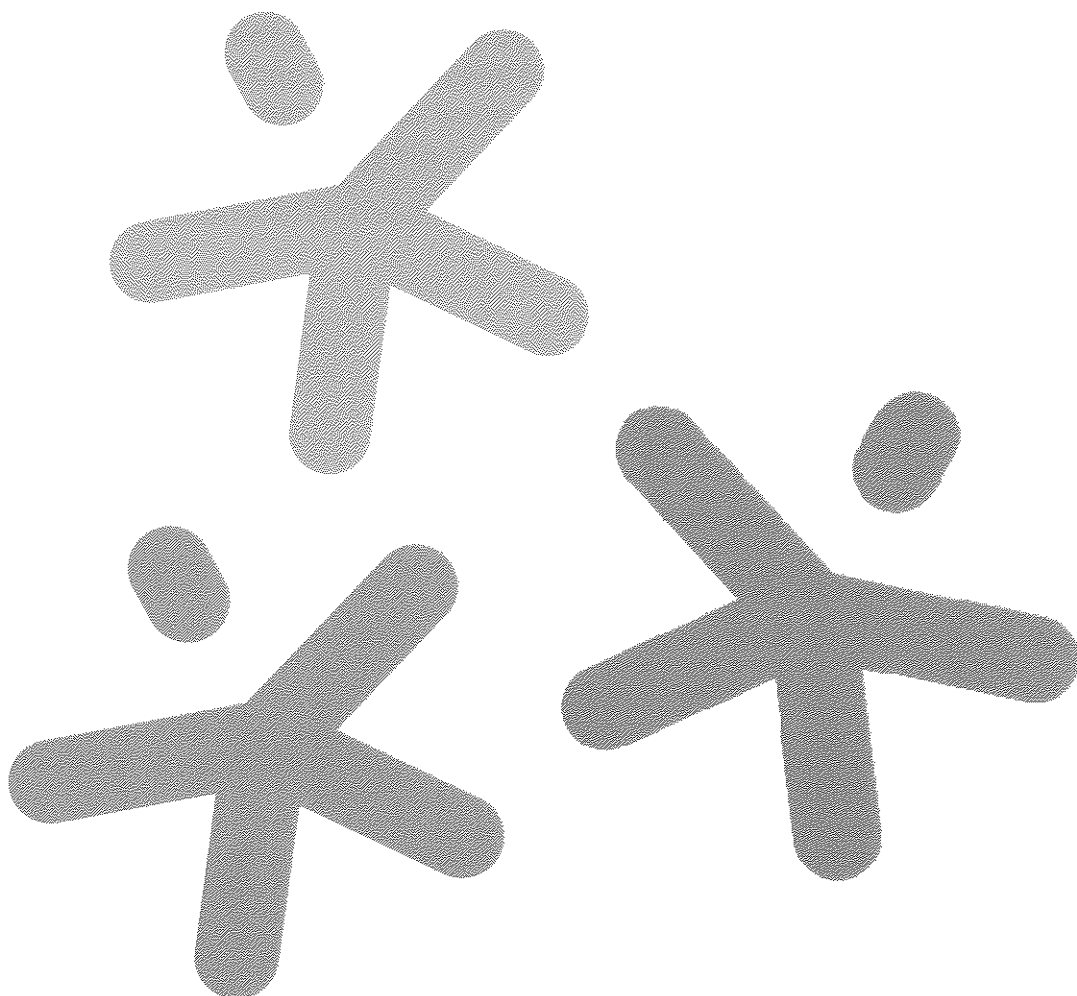


# Ofsted's visit to your home

Haringey Park Children's Home

16/06/2009

Sandra Jacobs-Walls



## Summary: what the inspector found

Staff of the home make sure that young people live healthy lifestyles. Staff encourage young people to register with health care services and keep appointments. The home has useful health care information posted on the home's notice boards and a nurse visits the home regularly.

Staff are careful in making sure that young people have the medicines they need and staff keep good records of what is taken and when. A cook prepares meals and these are healthy and what young people say they like.

Staff make efforts to keep young people safe while they are living at the home. Child protection issues are taken seriously, as are complaints. There are good systems in place to try to find young people when they are missing from the home and staff do not allow bullying to happen. The staff group encourage young people to behave well.

The house is generally well decorated and is welcoming, although some carpets need changing. Young people have their own bedrooms and make use of the home's computer and quiet room. Staff make sure that all fire equipment is frequently checked and CCTV is in use outside the building.

Staff provide services that young people need. Young people are free to have visitors at the home and staff encourage friends and family members to visit. Staff are interested in how they can improve young people's lives while they are living at the home and are keen for young people to do well educationally.

Young people receive good information about the home when they arrive and the new children's guide is very creative. Staff share good relationships with young people and receive good training, although some records are not always complete. Most staff have work in the home for along time and have good qualifications. Staff like to see young people do well.

**The overall judgement for your home is satisfactory**

Thank you for your help with the inspection

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# Haringey Park Children's Home

Inspection report for Children's Home

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<b>Unique reference number</b>	SC036560
<b>Inspection date</b>	16/06/2009
<b>Inspector</b>	Sandra Jacobs-Walls
<b>Type of inspection</b>	Key

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<b>Responsible individual</b>	Position Vacant
<b>Date of last inspection</b>	12/01/2009

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## 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.

This report details the main strengths and any areas for improvement identified during the inspection. The judgements included in the report are made in relation to the outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

## The inspection judgements and what they mean

Outstanding:	this aspect of the provision is of exceptionally high quality
Good:	this aspect of the provision is strong
Satisfactory:	this aspect of the provision is sound
Inadequate:	this aspect of the provision is not good enough

## **Service information**

### **Brief description of the service**

This children's home is owned and run by the host local authority. The home is a detached, three storey property with a garden to the rear.

The service works with at maximum eight young people between the ages of 13 and 16 years who have experienced frequent breakdowns of placement and who need structured care plans and high levels of staff support and supervision. The service aims to provide planned task-focused care for young people with challenging behaviour and to prepare young people to return home, live independently or in an alternative placement.

Six young people are currently resident at the home, however none were available to participate in the inspection process.

## **Summary**

The overall quality rating is satisfactory.

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

The purpose of the unannounced key inspection was to assess the home against key National Minimum Standards and to gauge the home's success in addressing weaknesses highlighted at the last inspection. All six outcome areas were assessed.

The previous inspection had highlighted deficiencies in staff's consistent recording of information, the availability of the home's children's guide, staff's consistency in alerting Ofsted to significant events and adequate follow up to monitoring visits. Since the last inspection improvement is noted in some record keeping, but not all, the children's guide is now available on site and Ofsted are appropriately informed of significant events. Staff do not promptly address recommendations made during monitoring visits.

In addition, weaknesses are identified in staff's recording of young people's risk assessments and individual plans, complaints and missing person's log. Carpeting in some areas of the home is in unsatisfactory condition.

Staff of the home make good efforts to keep young people healthy and safe while in placement and pay good attention to their educational needs. The staff group is well established and work effectively with young people. In recent months an independent consultant has been recruited to assist improve service provision at the home.

## **Improvements since the last inspection**

The previous inspection resulted in eight requirements, many of which related to staff's documentation of information. There is noted improvement in staff's recording of accidents and incidents, young people's medication records and health care information. Notification to Ofsted of significant events is appropriate and the revised children's guide is available to young people on site. Outstanding however, is staff's consistent recording of risk assessment information, complaints and fridge and freezer temperatures. Staff do not promptly address recommendations made during monitoring visits.

## **Helping children to be healthy**

The provision is good.

Staff encourage young people living at the home to live healthy lifestyles. Young people's individual case files evidence that routine health care services are readily accessed as are specialist services. The borough's looked after children's nurse is available to young people on site on a weekly basis and as needed. Staff also encourage young people to attend the borough's mobile health care clinic '4YP' which is situated locally. The home displays useful health information on notice boards around the house and the newly developed children's guide also contains useful health care information. Key work sessions and file summary information routinely highlight young people's health needs and how these are to be addressed. Staff of the service work productively with local mental health professionals to address young people's mental health support needs.

The home has comprehensive medication policies and procedures in place. The previous inspection had highlighted deficiencies in staff's recording of young people's medication regime. Staff confirm that since the last inspection the issue of medication had been discussed and new protocols developed. The review of one young person's medication records evidence marked improvement in the accuracy of recording of key information. Staff document medication action records sheets clearly and consistently. This supports safe medication practices that are in compliance with the home's written medication procedures.

Young people's medication is appropriately stored in a locked medication cabinet in the staff office. Only medication in current use is evident in the cabinet and the home has good systems in place for the disposal of unused medication. There are good monitoring systems in place to avoid medication error.

The home employs a cook to prepare the majority of meals provided to residents. Young people have access to weekly meal plans and staff encourage them to participate in decision making around meal choices. The home offers a nutritious and varied choice of meals, which caters to the known preferences of the young people. So, for example, culturally appropriate meals such as Halal meat are made available. Staff encourage young people to prepare meals independently of the staff group and this allows for a range of differing ethnic and cultural foods to be experienced by all

young people.

## **Protecting children from harm or neglect and helping them stay safe**

The provision is satisfactory.

Young people's information is confidentially handled by staff and young people's privacy is respected. Staff have access to written guidance and practice procedures that promote young people's privacy. These include protocols with regard to staff entering young people's bedrooms, conducting room observation and emergency room searches. Young people are able to lock their individual bedrooms and all rooms contain lockable storage for their personal belongings. There is an adequate number of washing, bathing and toilet facilities within the home to ensure young people have privacy when washing. Young people have access to the home's 'quiet' room to make private telephone calls and there are plans in place for the encased communal phone box to facilitate incoming, private calls only.

With regard to young people's information, case files and other key information is kept locked and secure in the staff office; young people have limited access to this space. Young people's case files have a dedicated section marked 'confidential' and highly sensitive information is kept locked separately in the manager's office. Staff have access to written guidance that ensures that young people understand that in the event of the disclosure of information of a child protection nature that this information must be shared with the home's manager and other involved professionals.

With regards to complaints, the provider has a complaints procedure in place, however staff are unable to locate a copy on site. This is important to ensure that young people have prompt access to current, detailed information about the home's complaints procedure. Some complaints information is available in the home's children's guide and notice board. Young people also have access to the contact details of national and local child advocacy groups. The previous inspection had highlighted weaknesses in staff's consistent recording of complaints in the home's central complaints log. This is important to ensure there is a record of complaints made against the service and the action taken to resolve the complaint. A similar issue is noted during this inspection, the requirement is therefore repeated.

Staff encourage young people to remain safe while in placement at the home. The service has comprehensive child protection and safeguarding policies in place and staff confirm that child protection and safeguarding training is periodically offered by the local authority. There have been no recorded incidents of a child protection nature since the last inspection.

The service has comprehensive and robust anti-bullying policies in place; these are well known to young people and staff. Information about the home's 'zero tolerance'



## Notice of requirement to improve

Ofsted has judged your Children's Home provision as not meeting a regulation. This notice contains details of actions you need to take to bring about the necessary improvement by the dates given.

Action	Date
ensure that staff and young people have access to the home's current complaints procedure on site and that received complaints and how they are resolved are fully documented (Regulation 24)	01/09/2009
ensure that staff document comprehensive and accurate information in the home's 'missing person's' log (Regulation 16)	01/09/2009
ensure that staff consistently document young people's risk assessments (Regulation 11)	01/09/2009
ensure that all parts of the home, especially the reception area carpet are kept clean and well maintained. (Regulation 31)	01/09/2009
ensure that the quality of care provided by the home is improved by staff promptly addressing weaknesses highlighted in monthly monitoring reports. (Regulation 34)	01/09/2009
ensure that staff consistently record daily fridge and freezer temperatures. (Regulation 23)	01/09/2009

You should have completed those actions with dates that have already passed.

An inspector may carry out an announced or unannounced visit to check that the necessary improvements have been made. If you have not carried out the required action or what you have done has had little impact, we may take further enforcement measures.

You must carry out these actions by the date(s) given otherwise Ofsted may take further action.

You will need to let us know when you have carried out all of the actions, by completing the attached reply form and returning it to Ofsted at the above address. If we have not heard from you by the date given, we will contact you again.

stance for bullying is regularly discussed at residents' meetings. Staff document these well, all incidents of bullying and action taken to address incidents. In most instances, staff use key work sessions to address issues of bullying with individual young people.

The home has sound policies and procedures in place to address young people who abscond from the home without permission. As a feature of local protocols, staff inform the police after young people have been assessed as being 'missing' for a significant length of time. This practice is known to young people as it features in the home's children's guide. However records indicate that staff's documentation of key information when young people are absent without permission is inconsistent and not in adherence with the home's written guidance.

The home has comprehensive policies and procedures in place that address behavioural management issues. There have been no incidents of young people being restrained by staff since the last inspection. Staff makes use of sanctions and rewards to encourage young people's sustained acceptable behaviour. The home's children's guide contains useful information that details expectations and consequences of young people's behaviour. Staff maintain good records of rewards young people obtain. Where instances of unacceptable behaviour occur, staff make use of the home's sanctions policy. Staff are aware of sanctions that are permissible as these are detailed at the front of the home's sanctions log. Sanctions imposed since the last inspection are fair and appropriate in relation to the noted behaviour. Staff maintain good records of all sanctions imposed and these are monitored via the home's monthly quality assurance visits.

The home's premises provide young people with security and physical safety. Staff adhere to stringent health and safety procedures which are supported by comprehensive written guidance. A designated staff member is responsible for the monitoring of the home's key health and safety procedures and staff document relevant information consistently. General health and safety risk assessments are evident as are fire assessments. The service has sound fire precaution measures in place, staff check fire equipment and emergency provisions such as the home's emergency lighting system on a very regular basis. Staff also ensure that building evacuation procedures are frequent and that outcomes are recorded. Young people's security is further promoted by the home's use of closed circuit television, which views all entry points, the periphery of the entire building and the roof top.

The previous two inspections highlighted staff's inconsistent recording of the home's fridge and freezer temperatures; this is also the case at this inspection. Good food hygiene practices are important to ensure no health risk is posed to young people or staff. This is a repeat requirement.

With regard to the vetting of staff, the service has in place sound recruitment and selection policies in addition to comprehensive equal opportunities policies. This standard was not assessed during the inspection as the provider maintains staff records off site.

## Helping children achieve well and enjoy what they do

The provision is good.

Young people receive individual support when needed and staff document this on care plans. Staff provide good illustration of the very specific needs of some of the young people currently resident at the home and how the service was able to creatively meet these needs. For example staff indicate that the service offered one-to-one support to one young person, who had been excluded from school a few weeks prior to taking academic examinations. Staff's keen negotiation with educational professionals and the offer of additional support to the young person satisfied the school's concern for the safety of others. Staff escorted the young person to and from school and devised an individualised lunchtime package that facilitated the young person's appropriate presence at the school. Staff remained alongside with the young person in the examination, again, to satisfy the concerns of school personnel. Staff are clear that without this provision, the young person would have been prohibited from sitting key academic examinations. Staff were able to provide a number of differing scenarios that illustrate the service's ability to meet the individual needs of residents.

Young people's educational achievement is considered a priority of the service. Individual case files have a dedicated section that focuses solely on educational issues, and staff have access to comprehensive policies that promote educational attainment. The staff group work effectively with internal and external educational professionals and files evidence good communication between the two. Files also detail information about young people's educational progress and so, for example, contain academic progress and attendance reports, minutes of personal educational planning meetings and others.

Young people have access to a tutor on site on a weekly basis to assist them with an array of educational and learning support. Staff are experienced in working effectively with young people who are excluded from mainstream school; some current residents do not attend educational or training establishments but receive home tuition services on site. The home is well equipped to meet young people's educational needs; the service provides a computer room and a range of learning and examination reference material. Each young person's bedroom has a desk for the completion of homework; alternatively, the home's 'quiet' room can also be used for this purpose.

## Helping children make a positive contribution

The provision is good.

Young people resident at the home have their general needs assessed well and there is good documentation of this on file. In most cases, field social work staff complete comprehensive 'core' assessments or in some case, staff of the borough's residential assessment centre complete young people's assessments. Staff of the home however, do not consistently complete written risk assessments once young people

are in placement at the home. This is important to highlight and help minimise known or potential risks posed to young people's safety.

Young people's needs and development are reviewed regularly and their progress is monitored well. Files evidence monthly summary reports that highlight placement progress and any changing needs. Staff make use of the home's newly devised running log that charts young people's significant daily activities. This forms the basis of staff's monthly summary reports that specifically highlights young people's progress and placement issues. Statutory looked after children reviews also focuses on the home's provision of care and placement progress.

Staff encourage young people to maintain contact with family members and friends while in placement at the home. Young people's files evidence their key social contacts and highlight any individual that poses a risk to the young person. The home welcomes young people's visitors to the home and this ethos is apparent in literature young people receive. The home has a designated 'quiet' room which can be used for private meetings with young people's significant others. Young people also receive funding to ensure credit is available on their mobile phones. Staff encourage young people's family and friends to participate in events organised by the home; recently a young person's birthday party and barbeque have been held on the home's premises.

Staff encourage young people to make decisions about the running of the home. Residents are invited to attend weekly 'Community meetings' where they have the opportunity to share their views and opinions about the home's services. These meetings are largely managed by the residents and are consistently held and reported upon. Managers of the home are responsible for following up on issues raised. Recent discussions have included issues of bullying, cleaning chores, room searches and substance misuse. Young people's key work sessions are another forum for them to share their opinions and participate in the decision making process. These are formally held every six weeks and young people are aware that they can meet with staff of the home on an ad hoc basis whenever they wish. Staff encourage young people to make decisions regarding the décor of their bedrooms, meal choices, daily planning and group activities.

## **Achieving economic wellbeing**

The provision is satisfactory.

Young people resident at the home generally enjoy homely accommodation, which is adequately furnished, well maintained with good facilities. However, the home's carpeting in the reception area is worn and dirty in appearance. This is not conducive to a pleasant domestic environment.

## Organisation

The organisation is satisfactory.

Young people and other interested parties are aware of the aims and objectives of the home as this is well illustrated in the home's statement of purpose document. The document is compliant with the requirements of the regulations. Since the last inspection, the provider has made available a newly revised children's guide for the home. Young people receive this document together with a welcome pack and a range of toiletries upon admission to the home to help ease and personalise the experience. The new children's guide is a creative, colourful document, with literature and graphics that are relevant to young people new to the home. Key information about the home's functioning, expectations, rules and general running is well explained in age appropriate language. The children's guide can also be accessed in community languages other than English and in other forms of communication.

Young people receive the care and services they need from experienced staff. The staff group of the home is well established, some having worked at the home for several years. The local authority encourages and provides opportunities for all members of staff to study health and social care NVQ at level 3. Staff confirm that most have achieved this award, while others are in the process of completion or are enrolled and are due to start the training. Staff generally share a good working relationship with the young people and as a group they work effectively and cohesively to meet young people's needs. Individual staff members are assigned specific duties that they are responsible for, these include monitoring young people's medication regimes, assisting young people with daily chores and monitoring the home's health and safety procedures.

The registered manager is an experienced child care professional and the home also has a deputy in place. Care staff indicate that support and supervision via line managers is good. The home's staffing ratios are sufficient to meet young people's needs; staff numbers can be increased to meet young people's specific needs for one to one support if this is required. The provider has recently employed the services of an independent consultant to assist with improvement and service development at the home.

The promotion of equality and diversity is good. The service operates within clear equal opportunities policies and staff pay good attention to the gender, religious, ethnic, cultural and language needs of young people. This is well documented in young people's case files. The staff group is diverse in terms of gender and ethnic composition and the home's premises and literature display positive images that reflect multi-cultural society. Young people have access to information in differing community languages and modes of communication other than the written word.

The home's monthly monitoring visits and subsequent reports are conducted consistently. Monitoring visit reports are fairly detailed in content and focus on key areas of the home's functioning in accordance with the regulations. The previous

inspection noted delayed responses to recommendations made as a result of monitoring visits. This remains the case, as a number of issues highlighted for improvement appear consecutively in recent monitoring reports. Young people do not benefit from delays in resolving identified weaknesses of the home's functioning. This is therefore a repeat requirement.

## 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
16	ensure that staff and young people have access to the home's current complaints procedure on site and that received complaints and how they are resolved are fully documented (Regulation 24)	01/09/2009
19	ensure that staff document comprehensive and accurate information in the home's 'missing person's' log (Regulation 16)	01/09/2009
2	ensure that staff consistently document young people's risk assessments (Regulation 11)	01/09/2009
24	ensure that all parts of the home, especially the reception area carpet are kept clean and well maintained. (Regulation 31)	01/09/2009
33	ensure that the quality of care provided by the home is improved by staff promptly addressing weaknesses highlighted in monthly monitoring reports. (Regulation 34)	01/09/2009
26	ensure that staff consistently record daily fridge and freezer temperatures. (Regulation 23)	01/09/2009