

Inspection report for Children's Home

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Inspector	Michelle Oxley
Type of inspection	Random

Date of last inspection	18/06/2010
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You can obtain copies of The Children Act 2004, Every Child Matters and The National Minimum Standards for Children's Services from: The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

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

The home is a modern, semi-detached property, situated in a residential area within a village setting. The nearby town provides good access to a range of education, leisure, medical and transport services. The home provides a sitting room, kitchen and dining area, a family bathroom, the staff office/bedroom, a second staff bedroom and the young person's bedroom. There is an enclosed rear garden and available parking.

Summary

The overall quality rating is good.

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

The purpose of this short notice inspection is to assess the homes performance in relation to national minimum standards under the Every Child Matters outcome area of staying safe. The recommendations from the last inspection are also followed up.

The home continues to offer young people a good standard of care. The homes operations are well organised. Systems to support young people's welfare are efficient and embedded offering good protection and safety to young people.

Following this inspection there is one good practice recommendation made.

Improvements since the last inspection

Following the previous inspection, three good practice recommendations were made. These are all now met in full and have been addressed as follows: The name of the advocate no longer visiting the home has been removed from the homes documentation. Young people's risk assessments are now held on their files and staff supervision is up to date.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

The staff team respect young people's privacy and dignity. Young people have single bedroom's, bathrooms are fitted with privacy locks. Staff do not routinely enter young people's room without being invited. Young people can use the telephone in privacy, either their own mobile or the house phone. Staff adhere to the home's policy guidance concerning privacy and confidentiality.

There are good systems in place to manage complaints. Young people receive information about how to complain when they arrive at the home. They can raise issues through the formal complaints process or less formally by completing the representations book or at the weekly house meetings.

Welfare is protected by the home's approach to safeguarding young people. Staff are regularly trained in safeguarding and know how to proceed should they suspect that a young person is being abused or receive a disclosure. Staff are reminded of the process by good policy documents and a quick reference guide to making referrals, displayed on the office wall. The team link with external professionals in order to take a preventative approach to protecting young people.

There are good systems in place to protect young people who are absent from the home without authority. these are well known to staff and are based around risk assessment. Good links are established with the police and other professionals, these support young people well.

Behaviour is well managed at the home. There are positive and respectful relations between staff and young people. Restraint is rarely used although staff have received training in the home's chosen method. Sanctions are occasionally used and these are low level and proportionate to behaviour.

There are systems in place to ensure that staff are suitably vetted before they start work at the home. However, verification of Criminal Record Bureau checks, sent to the Registered Manager and held on personnel files in the home do not provide sufficient information for her to make a decision about suitability, although it is acknowledged that these checks are separately verified as part of the organisation's administrative system external to the home.

Measures are taken to ensure that the building is safe. For example, fire safety equipment is regularly checked and fire drills are carried out in line with the requirements of legislation. Staff receive training in fire awareness. The building is risk assessed and the home is covered by employer liability insurance.

Helping children achieve well and enjoy what they do

The provision is not judged.

Helping children make a positive contribution

The provision is not judged.

Achieving economic wellbeing

The provision is not judged.

Organisation

The organisation is not judged.

What must be done to secure future improvement?

Recommendations

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

- ensure that sufficient information concerning the outcome of Criminal Record Bureau checks is held on staff personnel records. (NMS 27)