

## Inspection report for children's home

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| <b>Unique reference number</b> | SC003884           |
| <b>Inspection date</b>         | 12/12/2013         |
| <b>Inspector</b>               | Christina Maddison |
| <b>Type of inspection</b>      | Interim            |
| <b>Provision subtype</b>       | Children's home    |

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|--------------------------------|------------|
| <b>Date of last inspection</b> | 15/08/2013 |
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## Service information

### Brief description of the service

This children's home is run by a private company. It is registered to provide care and accommodation for one child or young person with emotional and/or behavioural difficulties.

### The inspection judgements and what they mean

|                              |                                                                                                                                                                                                                                                                      |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Good progress</b>         | The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection. |
| <b>Satisfactory progress</b> | The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.                                  |
| <b>Inadequate progress</b>   | The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.                            |

## Progress

Since their previous inspection the service is judged to be making **good progress**.

The full inspection for this service took place in August 2013. The overall quality judgement for the service was good and one requirement was made.

Young people benefit from support given by well trained and supervised staff that really care about young people, Staff provide care and support that nurtures young people and helps them to achieve positive outcomes in all areas of their lives. Young people have made such good progress from their starting points that staffing ratios have been reduced by placing authorities and young people are now ready to move from the home to a foster care placement in the near future.

Young people have very good school attendance and staff have supported them to prepare for examinations and tests by helping them to read and ensure homework is completed. Staff communicate effectively with school staff to ensure young people receive consistent support and ensure expectations of behaviour are consistently maintained. Staff are currently supporting young people to prepare them for their move to foster care and ensure that young people's education is not disrupted as a result of their move from the home. This has been achieved through effective and

thorough communication with social workers, foster carers and school staff. Staff have supported young people emotionally to prepare them for their move. This has involved constant reassurance, positive messages and visits with young people to their future home. Young people said 'I am very sad to leave here, I have been here a long time, the staff are fun but I am going to live with a nice family.'

Young people have continued to maintain good health, have an improved level of physical fitness and have maintained a healthy weight. This has been achieved through a healthy eating plan and young people being encouraged to participate in sporting clubs and activities such as football, swimming and scouting activities. Young people have made friends by participating in these community activities and have achieved awards which have raised their self-esteem and sense of self-worth. One young person said, 'I have been player of the week at football and I have been on scout camps without staff and done really well.'

Young people said, 'I always feel safe here, my behaviour has improved, I am not so angry any more. I think rules are fair and staff always say the same things to me so I know what the rules are.' Incidents of physical intervention have been reduced to nil and sanctions are minimal. As a result of a requirement set at the previous inspection sanctions are now always evaluated for effectiveness.

Young people do not go missing and behaviour management is a strength of the home. This means as a result of staff implementing consistent and fair boundaries and rules, young people learn how to manage their behaviour and learn to respect adults, rules and boundaries. Complaints and concerns are promptly dealt with and follow the home's policy and procedure. However, on one occasion the outcome of a complaint was verbally given to the complainant but this information has not been recorded in the record of complaints. This oversight does not have an impact on the safety of young people.

Health and safety continues to be well managed in the home. Risk assessments are regularly updated and are in place for individual young people, the house and activities outside of the home. Young people and staff know what action to take in the event of a fire in the house to ensure their safety.

The house continues to be very well maintained and decorated and provides a homely and comfortable environment for young people. Double glazed windows have recently been installed and plans are in place to replace carpets throughout the house. A development plan is in place that details planned improvements to the house and the quality of care provided in the home. The manager and staff are committed to continual improvement and compliance with regulations in order to provide the best quality of care for young people.

Staff have received recent training in safeguarding and food hygiene. Training in the prevention of child sexual exploitation is planned for the near future to ensure staff have the skills and knowledge needed to effectively support young people. The manager undertakes regular monitoring of records to ensure the quality of care is maintained. An independent person undertakes monthly monitoring visits and sets

actions for the manager to undertake if any shortfalls are found. Regular feedback is obtained from placing social workers, families and young people. This feedback is very positive and is used to inform monitoring of the quality of care in the home and as a tool for future improvement.

## 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   |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 24<br>(2001) | ensure that a written record is made of any complaint, the action taken in response, and the outcome of the investigation.<br>(Regulation 24(5)) | 24/01/2014 |

## 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 progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection*.