

Inspection report for children's home

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Inspection date	14 December 2009
Inspector	Jennifer Reed
Type of Inspection	Random

Date of last inspection	9 June 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 outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

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 registered with Ofsted to provide accommodation for one young person, of either gender, aged between seven years and under 18 years of age. The home cares for young people with emotional and behavioural difficulties. Staffing levels are provided to meet each young person's identified needs. The home's manager is registered with Ofsted.

The home is a semi-detached house, located in a residential setting within a village; local services are within easy reach. A more comprehensive range of public services, shopping and leisure facilities can be accessed in the nearby town. The home comprises of a sitting room with dining area and a kitchen on the ground floor. On the upper floor is the young person's and the staff member's bedrooms, the staff office and a family bathroom. There is an enclosed garden at the rear of the property; roadside parking is available.

Summary

This was an unannounced interim inspection which focused on the staying safe outcome for accommodated children and young people and included an inspection of the premises. The young person was present in the home and contributed their views to the inspection process.

The home continues to take a rigorous approach in protecting children and promoting their welfare. Safeguarding practices are strong and young people feel safe living in this well managed home. However, the provision of a satisfactory level of heating within the home in cold weather conditions remains problematic.

The overall quality rating is good.

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

Improvements since the last inspection

No recommendations were made at the previous key inspection which judged the provision to be outstanding overall.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

Young people are protected by the policies, procedures and sound care practices within the home. Staff receive regular training in child protection and behaviour management strategies and young people benefit from the home's rigorous approach to safeguarding and keeping young people safe. Young people are fully involved in the provision of their daily care and in the issues and decision-making that affects them. Staff are vigilant in everyday matters, ensuring that known or likely risks to young people are minimised wherever possible. The home works appropriately with local agencies, services and safeguarding networks to ensure that young people are kept safe; notifications are made in accordance with regulatory requirements. Good behaviour management plans and strategies help young people to manage their behaviour and reduce unnecessary risks. Furthermore, the home responds promptly and appropriately to any unauthorised absences from the home and takes measures to reduce such occurrences where

possible. Young people say staff try to protect them from harm and they feel safe living in this home.

The home is well managed and has robust systems in place which promote young people's welfare. For example, the home's approach to dealing with bullying issues and the home's complaints process provide young people and their families with an easily accessible route to raise their concerns. Any complaint is promptly looked into by the Registered Manager or registered person and the complainant is informed of the outcome. Staff respect young people's privacy and understand how to appropriately deal with confidentiality.

Risk assessment processes are comprehensive and the home's assessments are regularly reviewed and updated. Regular utilities and fire safety systems and equipment checks are carried out to ensure that the home provides a safe environment for staff and young people to live within. Fire drills are undertaken both during the day and at night-time to make sure that young people and staff know how to safely evacuate the home in an emergency situation.

The home's recruitment and selection policies and processes are in accordance with safer recruitment guidance. No new staff have been employed in the home since the previous inspection; staff files were not looked at during this inspection.

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 satisfactory.

The home is well furnished and decorated, providing young people with a comfortable environment. The young person has their own bedroom which they can personalise. The home is fitted with night storage heaters on the ground floor; there are no fitted heating appliances on the upper floor. Young people and staff have reported at this inspection and at the two previous inspections, that the house is not kept sufficiently warm by the storage heaters during late afternoon and evening when the weather is cold. The provision of a satisfactory heating installation continues to be an ongoing negotiation between the registered person and the landlord; however, there is still no resolution and the current heating arrangements are inadequate for the winter months. For example, a portable heater is supplied for staff use in their bedroom/office, but this type of appliance is not suitable for young people to use in their bedroom. Currently, there are no other suitable portable heaters available within the home to supplement the low level of heating experienced at specific times within the house.

Maintenance within the house and the garden is generally good; however, one area of the kitchen worktop has been damaged and this impacts on the effectiveness of hygiene and cleaning routines.

Organisation

The organisation is not judged.

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 meets the Care Standards Act 2000, The Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
24	ensure that all parts of the children's home are adequately heated [Regulation 31 (2)(a)].	19 December 2009

Recommendations

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

- ensure the damage to the kitchen worktop is promptly repaired [National Minimum Standard 24].