

Inspection report for Children's Home

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Inspector	Michelle Oxley / Janice Hawtin
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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

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

The overall quality rating is satisfactory.

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

The home is currently is not providing accommodation to children and young people. Our inspection methodology relies on evidence found at the time of inspection and this essentially include users' views about the service. As the evidence is not available when there are no children and young people present we have completed a proportionate inspection; the purpose of this inspection is to decide that should an admission be made the service would be able to work to a satisfactory standard. Under these circumstances a service cannot achieve a grade higher than satisfactory as only a partial assessment of the home's operation is made. Following this visit it is confirmed that the home is able to provide all the facilities and services required to admit a young person at short notice.

Improvements since the last inspection

Following the last inspection one recommendation was made regarding minor repairs to the property. These have now been completed and the recommendation is fully met.

Helping children to be healthy

The provision is satisfactory.

The home is suitably prepared to make provision for meeting young people's health care needs. Policy and procedure guidance is in place regarding a range of health care matters. These include health promotion around matters such as sexual health, drugs and alcohol, diet and exercise. A system to record health needs as part of the health planning and assessment process is in place. The home has established links with local medical professionals such as doctors, dentist and optician.

A clean and well-equipped kitchen is provided; there is also a small dining area. The staff training programme includes training in essential food hygiene. There are logs of recordings for fridge and cooker temperatures. The local authority food hygiene certificate is displayed in the home. A system to record young people's diet and weight is in place.

There are systems in place to manage, store and make relevant recordings regarding medication; a medication policy is in place.

Protecting children from harm or neglect and helping them stay safe

The provision is satisfactory.

Consideration is given to young people's privacy. Policy documents regarding privacy and confidentiality are in place. Single bedroom accommodation is available for young people and a cordless phone is provided so that young people can make phone calls in private. Bathrooms are fitted with privacy locks.

Arrangements are in place concerning keeping young people safe. These include a quick reference guide for staff about how to proceed should they receive a disclosure or suspect that a young person is being abused. There are good detailed policies concerning safeguarding young people. The rolling programme of training ensures that staff are kept up to date with safeguarding processes, the manager has recently completed higher level safeguarding training with the local authority.

There are systems in place to handle complaints at the home. A detailed complaints policy is in place. Young people receive information about how to complain in their welcome pack given to them on arrival. Since the last inspection the welcome book has been redesigned and now omits contact details for other agencies who could potentially provide support and advocacy for young people such as child line. A log to record all complaints is in place and a representations book is available to young people, this provides a less formal route for young people to raise concerns.

There are systems in place to protect young people who are absent from the home without authority. A log to record absences is in place. The home uses a risk based approach to dealing with absences without authority as part of the ongoing assessment process.

Policy and procedure documents are in place regarding the home's approach to counter bullying. Good information is available for young people in the welcome pack.

A behaviour management policy is available and information about expectations around behaviour are set out in the welcome book. Relevant logs for recording physical interventions and sanctions are in place. The programme of training includes staff training in physical interventions.

Health and safety is given high priority with the required checks to gas, electric and fire safety equipment being carried out. The training programme includes health and safety and fire awareness.

There are systems in place to ensure that staff are suitably vetted prior to starting work. A visitors' book is in place.

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 satisfactory.

A Statement of Purpose and a welcome book, which describes what young people can expect from the service, are available in the home.

The manager is registered and experienced. A team of experienced staff are employed by the organisation and can be called upon at short notice. An induction booklet is provided for any new staff and there is a programme of ongoing training for all staff. This includes all mandatory training.

There are systems in place to monitor the service. Monthly reports are produced to a

good standard under the Regulation 33 and 34 processes. All relevant logs are signed by the manager and the Regulation 33 visitor

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):

- consider adding contact details for external agencies who could offer additional support and advocacy to young people, to the welcome book (NMS 17).