

Inspection report for children's home

Unique reference number	SC005042
Inspection date	11/03/2013
Inspector	Julian Mason
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	28/11/2012
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Service information

Brief description of the service

The service is both a children's home and a school that provides care and education for up to 10 young people aged between 11 and 16 years old who have significant social, emotional and behavioural difficulties. The service also provides cognitive behavioural therapy and art therapy where required.

The inspection judgements and what they mean

Good progress	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.
Satisfactory progress	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.
Inadequate progress	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 home was judged as good overall at the last full inspection in November 2012. The three recommendations made as a result of that visit have been actioned. Records for the administration of medication have been improved to ensure prescription instructions are detailed in full. Variations in the dosage of medication are now clearly reflected to ensure accurate monitoring of young people's medication takes place. Young people now have access to updated information regarding the people they can contact for help outside of the home if needed. The young people's guide now provides a comprehensive range of contact information for children's rights and advocacy services. Young people know who they can contact if they wish to raise a concern or complaint about the service. However, this has not been necessary for a while as young people express confidence in managers and the staff team to resolve any concerns or issues they have. The residential team have now had their performance appraised and evaluated by their respective line managers. Staff are provided with clear feedback about their practice and the work they do with young people. This enables managers to highlight positive practices as well as areas for improvement. Young people's views and opinions are frequently gained about

how the home operates. They feel listened to and involved in the day-to-day routines and the individual arrangements regarding their care and support.

The Registered Manager and staff team demonstrate a continued commitment to improve the quality of care and outcomes for young people. Currently, the group of young people include some who have been at the home for a number of years and others who are newer arrivals. Each young person continues to benefit from an individualised programme of therapy, education and care. The pace of progress each young person makes is dependent on their difficulties and presenting needs on arrival. Young people who have been at the home for some time can identify the good progress they have made because of the positive attachments and relationships they have developed with therapists, teachers and care staff. Young people continue to experience stable placements where their welfare and safety is consistently promoted.

Relationships between staff and young people are constructive and helpful. Poor or unsafe behaviour is managed in a way that offers different ways of behaving, which are more socially acceptable and less risky. Staff focus on young people's successes and act positively to help increase young people's confidence and safety when their behaviour has changed or improved. For example, the home's records show a decrease in behaviours that require the use of physical intervention, and a decrease in missing from care events. Detailed monitoring of these circumstances supports the on-going assessment of risk, which helps inform staff about the most effective ways to improve outcomes for young people.

The Registered Manager has effective systems in place to monitor the home's records and to evaluate the quality of the service being provided. Young people and other relevant groups are regularly consulted through these systems. The Registered Manager uses this information to determine the strengths and weaknesses of the home, and to further improve the service. For example, some young people's bedrooms have been decorated and a lengthy programme of window frame replacement has been completed. New recording formats have been developed to raise the standard and presentation of written information in the home. The Registered Manager and deputy are involved in setting up new support arrangements for young people who are moving on to semi-independent living. These arrangements mean that although young people will be living in a different setting they will still be able to access support from the staff team who they have developed significant attachments with and who know them well.

In addition to the Registered Manager's existing quality assurance activities, the home has just undergone the first peer evaluation of its care, therapeutic and education services. The home works in partnership with a wider network of providers where self-evaluation and peer-review are embraced as an additional method of gaining insight and feedback about the quality of the service being provided. Importantly, young people are also involved in this process: their views and opinions help to determine the quality of care being provided as well as identify service developments and improvements.

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*.