

Inspection report for children's home

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Inspection date	07/01/2013
Inspector	Pamela Nuckley
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	07/08/2012
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Service information

Brief description of the service

This service provides integrated packages of care, therapy and education to a maximum of six children with reactive attachment difficulties.

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**.

At the last full inspection in August 2012, the overall effectiveness of the service was judged as good and there was one requirement and three recommendations set. The home was asked to ensure that: all paperwork is signed off by the manager, that staff understand the missing from home protocol for the area, that staff are clear about how to store a controlled medication and that young people's privacy is respected. The requirement and recommendations have been fully met.

The manager ensures that all paperwork is signed off on a monthly basis as part of her monthly monitoring. The manager has developed the paperwork so that all young people can have their views, wishes and feeling incorporated into their care plan. Therefore, young people say that they are fully aware and contribute to their care plan.

Staff demonstrated that they were fully aware of the 'missing from home' protocol for the area. Staff say that their priority is to ensure that young people are safe and well. The home works closely with the missing from home coordinator of the police section and they visit the young person on their return. Young people also have a return interview to see if there are any underlying issues of why they went missing.

This ensures that young people are able to express their reasons, that risk assessments are fully updated and that any concerns or issues raised can be fully addressed.

Staff demonstrated that they were competent in recognising a control drug, how this should be stored and recorded. This ensures that young people are fully protected and receive their medication in line with their prescription.

Young people say staff knock on doors and wait to be invited in. They also say that there is plenty of room to have private conversations or to meet other people in. Therefore, young people say that their privacy is fully respected.

Young people at this home are very complimentary about the care that they receive and are proud of their achievements and progress. Young people say that the place is very homely and that staff are really good. Young people's comments include 'I am safe here', 'Staff are great' and 'The activities are the best'. Young people are proud of their achievements and display their certificates on a designated wall.

Young people at this home have excellent attendance at school and are progressing well. Some young people have progressed to attending mainstream schools and are doing well. This has been achieved by working closely with the young people and with education to ensure the right schools and support have been identified.

Young people were complimentary about the activities offered to them. All the young people have hobbies which they pursue and said that they are happy, healthy and are enjoying being active. One young person said he enjoyed running. The home contacted running groups in the area and he now attends three times a week. This shows that the home is proactive in ensuring that young people are able to follow their desires. It also provides young people with the opportunity to mix with other young people of a similar age and develop friendships.

Staff have been proactive in supporting young people to raise concerns or complaints about the services that they receive. Therefore, young people said that they were confident and happy with the home's complaint system and that they could also contact other agencies if they wished to.

An outstanding feature of this home is that they are able to settle and work with young people and professionals to ensure good outcomes. Several young people have either moved to foster placements or are in the process of being matched with suitable foster carers. As a consequence, some young people are experiencing family life and some are looking forward to being in a family unit.

The manager has developed several systems for consulting with young people, their parents and professionals. An example of this is a young person is a representative of the home and attends a consultation group for young people in care. The young people said that this forum was a bit boring and that they did not have much contact with the sister homes of the company. As a result, young people thought it would be a great idea to have a newsletter. Young people contribute to a newsletter which will

be published monthly; the newsletter was launched this month. It is envisaged that young people will be kept abreast of any changes within the company, achievements will be celebrated, articles written by young people will be included and that young people will be at the centre of its production.

Good monitoring systems review the quality of care and identify areas where outcomes for young people can be improved. Young people are consulted as part of this process. Monitoring of the home is effective and reports of monitoring are completed in a timely manner.

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*.