

Inspection report for children's home

Unique reference number	SC005204
Inspection date	16 July 2009
Inspector	Karen Forster
Type of Inspection	Random

Date of last inspection	21 January 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

This service forms part of the residential childcare services provided by an independent company. The service provides integrated packages of care, therapy and education to a maximum of six children with reactive attachment difficulties, aged five to seventeen years.

An integral school is provided on the same site, and the outdoor play area and car park are shared. Six young people were resident at the time of the visit, who all contributed towards the inspection.

Summary

This visit is an unannounced interim inspection, focusing on the outcome area of Staying Safe and the recommendation made at the last inspection. This is an outstanding service that maintains outcomes for young people as the central focus, providing comprehensive and co-ordinated care programmes over the different disciplines of care, therapy and education. Young people benefit greatly from these integrated care programmes, and the professional input of relevant specialists helps individuals to access education and therapy which is highly suitable to their needs. The inspection provides one recommendation to enhance the excellent care standards within the home.

The overall quality rating is outstanding.

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

Improvements since the last inspection

The recommendation made at the last inspection was reviewed during this visit. The updating of personnel records within the home was highlighted for development. This recommendation has been addressed by the provider and now all the staff records are updated when clearance checks are renewed.

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.

The service promotes and protects young people's privacy and dignity extremely well. Staff are very careful to respect young people's privacy when entering occupied bedrooms and there is an agreed policy regarding personal care. This means that young people can spend unsupervised time in their own bedrooms with appropriate levels of staff support when required.

Young people have very suitable access to bathing facilities and there is a separate toilet unit within the property. This means that young people's time within bathing facilities is completely private from the rest of the group without interruption.

Children's safeguarding procedures are excellent with young people's welfare a high priority. Staff confirmed that they are aware of their responsibilities within the home's child protection procedures and have received safeguarding training. Young people feel that staff are protective and would know what to do if they talked to them about not feeling safe. The local authority's

safeguarding manual is available within the home to complement the home's recently revised safeguarding policies and procedures, which are very detailed and clearly written. The home's policy document has been ratified by the Local Safeguarding Children Board, which is indicative of the service's open working culture with other stakeholders.

Staff within the home share an extremely consistent understanding of the standards of behaviour expected from individuals. Each young person has a personal behaviour management plan with details of individual positive behaviour management strategies and approved control measures. This means that staff respond consistently to any unacceptable behaviour and support young people through periods of increased anxiety.

The home's policy regarding physical intervention includes all of the elements required by the standards. All staff have received instruction in the safe control of challenging behaviours. Incident recording meets the standards, and procedures include young people being invited to reflect and comment on the episode of physical intervention. Staff training records indicate that all staff are trained in 'Team Teach' the preferred model of physical intervention. This means that staff use de-escalation techniques and only use restraint as a last resort which keeps young people safe.

There is clear evidence within the service for all of the clearance checks for new staff required by schedule two to the regulations. The home's checklist of staff checks has an isolated gap in proof of identity for a staff member; as the staff group carry identity cards on their person, this does not impact negatively on outcomes for young people. The company verifies employment and personal references by telephoning the referees and recording the response. This means that staff clearance procedures are robust and young people are cared for by suitably cleared staff in the home.

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 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 Childrens Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
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Recommendations

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

- include proof of each staff member's identity within their personnel records maintained within the home. (NMS 27)