

Inspection report for children's home

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Inspector	Anthony Kyem
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Provision subtype	Children's home

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Service information

Brief description of the service

The home is registered with Ofsted to provide care and accommodation for up to two young people on a medium to long-term basis in preparation for future placements with foster carers, rehabilitation home with family, or independent living. The home is operated by a private provider.

The inspection judgements and what they mean

Outstanding: a service of exceptional quality that significantly exceeds minimum requirements

Good: a service of high quality that exceeds minimum requirements

Adequate: a service that only meets minimum requirements

Inadequate: a service that does not meet minimum requirements

Overall effectiveness

The overall effectiveness is judged to be **good**.

The outcomes achieved by young people are exceptionally positive. Young people make significant progress across all aspects of their care, welfare, social, emotional and behavioural development. The home can demonstrate the positive impact it has made to young people's lives and evidence how their outcomes have improved over time. Young people's views about their care and their relationships with staff are consistently positive.

Young people say, 'The activities are good and I get to choose what activities I go on. I'm happy here. The best thing about the home is staff...It's good because it's very organised. Staff are regular and you don't get looked after by people you don't know...I've no complaints but it could be closer to home. It's fine, I like the staff and the house. It's very organised.'

The progress young people make is underpinned by effective, good quality support from staff. Young people benefit from well-planned, highly individualised care that promotes their needs effectively. Young people enjoy living at the home where they are kept safe, and have a strong sense of personal safety.

Young people's views, feelings and wishes are treated seriously. As a result, they feel valued and involved in the running of the home. The Registered Manager makes positive use of the home's monitoring activities to promote the quality of young people's care. They have a good understanding of the home's strengths and weaknesses and they take action to secure improvement where necessary.

Consequently, the performance of the home is monitored efficiently and effectively.

There are no breaches in regulation identified as a result of this inspection. There is one recommendation made for the Registered Manager to consider. The Statement of Purpose contains some factual inaccuracies about staff who actually work at the home. Consequently, the statement requires minor amendment.

Areas for improvement

Recommendations

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

- keep under review and where appropriate revise the Statement of Purpose to include accurate details of persons working at the children's home. (NMS 13.3)

Outcomes for children and young people

Outcomes for young people are **outstanding**.

The progress young people make and the outcomes they achieve are exceptionally positive. Young people make considerable progress across all aspects of their care. They benefit from effective, high quality support from staff, who promote their needs very effectively. Young people are taught to value themselves, to promote their self-confidence, personal identity and self-esteem. They benefit from the support they need to develop their positive self-view. Young people develop emotional resilience so they can cope with disappointment and overcome stressful events constructively. Young people are supported to understand and make sense of their past experiences. They receive the help they need to move forward and plan for the future.

Young people receive the encouragement and support they need to enjoy and achieve. They benefit from exceptionally good school attendance. Young people have recently sat several GCSE examinations successfully. They are actively encouraged to pursue their individual aspirations and supported to achieve their educational goals. The achievement of young people is exceptional, taking into account both their attainment and progress in relation to their starting points.

Young people develop their life skills with staff support and appropriate training. Young people acquire practical skills in shopping, cooking and budgeting to promote their independence. They are supported to make a positive contribution to the home and the wider community. They benefit from a positive range of enjoyable activities such as Thai boxing, cadets and horse riding. They benefit from the social, recreational and developmental aspects of these positive experiences. They develop friendships, social skills and positive relationships as a result of their participation. Young people say, 'I like this home because it's very stable and I have enough freedom and plenty of choices here. Also I get on with all staff and they're very

understanding and honest people.'

A social worker reports that a young person 'is confident with staff and able to voice her views appropriately.' The young person has 'positive relationships at her current placement...Staff are supportive and have taken on board all needs in respect of education and contact.' The young person 'is thriving at her current placement.'

Quality of care

The quality of the care is **good**.

Young people enjoy warm, positive and constructive relationships with staff. They benefit from continuity of care to enable them to build and sustain their positive attachments. Young people's positive relationships with staff are instrumental the progress they make and the outcomes they achieve. Young people feel staff treat their views, wishes and feelings seriously. Their participation in key decisions is actively encouraged to enable them to have a positive influence in the running of the home. Consequently, young people feel consulted, listened too and valued. Young people know and understand how to make a complaint and their rights are promoted effectively.

Young people benefit from well-planned, highly individualised care that promotes their needs effectively. Young people are involved in their plans, enabling them to understand and contribute to them. Consequently, young people are familiar with their plans and they know what goals they are working towards. Young people's needs arising from personal identity, age, gender, race and ethnicity are all addressed positively both in care planning and daily living.

Young people benefit from a healthy environment and they have access to the services they need to promote their physical health, emotional and psychological well-being. They are registered with doctors, dentists and opticians and staff ensure they attend their routine health appointments, at appropriate intervals. They are taught about key health issues and helped to make positive lifestyle choices. As a result, they learn to take responsibility for their own health and well-being. Medical consent is obtained to ensure staff are clear about health decisions and responsibilities are appropriately delegated to them. Young people's medication is managed, stored and administered safely by trained and competent staff.

Safeguarding children and young people

The service is **good** at keeping children and young people safe and feeling safe.

Young people's welfare and safety are actively promoted. Young people are kept safe and feel safe. There are no issues with bullying and young people are protected from abuse, bullying, neglect and child sexual exploitation. Staff are trained in child protection so they know how to deal with allegations and report any concerns for young people's safety. Staff employed to care for young people are selected and vetted carefully to protect young people from unsuitable people.

The home takes a proportionate approach to risk assessment. Young people are allowed to take reasonable risks as part of their growth and natural development. They develop a positive awareness of their personal safety which enables them to keep themselves safe from harm. Young people respond positively to the home's rules and boundaries that are put in place to protect them.

There are no issues with young people putting themselves at risk of significant harm. Young people are not engaged in crime/offending or other forms of damaging, destructive or harmful behaviours. Additionally, young people do not go missing from the home. Young people have made significant progress in relation to their starting points and their risk-taking behaviours are minimised. Effective use is made of incentives and rewards to promote young people's positive behaviour.

The use of sanctions is proportionate and, when sanctions are used, they are used fairly to encourage young people to learn from their wrongdoings. Young people learn to build and maintain positive relationships. They develop the skills they need to resolve conflicts positively. Young people say, 'I have never been restrained while I have been here, but I know if I am in a position where I am going to get restrained I would trust the staff members'.

Young people benefit from a physically safe and appropriately secure environment. The day-to-day maintenance of the home is managed effectively. Contractual health and safety inspections of gas, electrical and fire fighting equipment are kept up to date to promote environmental safety. There are sufficient fire drills and testing of the fire alarm to ensure young people know how to evacuate the home quickly in the event of fire, or other environmental emergency.

Leadership and management

The leadership and management of the children's home are **good**.

There were no requirements resulting from the previous inspection. A recommendation made at the last inspection has been completed to ensure young people have personal education plans to promote their educational achievement. No complaints or concerns have been raised about the provision since the previous inspection. Significant events relating to the protection of young people are notified promptly to the appropriate authorities, so that young people receive appropriate support and protection if necessary. There have not been any significant events reported to Ofsted since the last inspection.

The home has a written Statement of Purpose that outlines the aims and objectives of the service for young people, their families and stakeholders. The statement requires minor amendment, as it contains details of staff who no longer work at the home. Young people benefit from a home that is managed efficiently and effectively. They benefit from suitably qualified and experienced staff who meet their needs, including needs arising from gender, race and ethnicity.

Staff have access to good quality training, supervision and support to develop their knowledge, skills and professional practice. The manager has a positive understanding of the home's strengths and weaknesses. They monitor the home's performance and ensure written development plans are in place to promote the continuing development of the home. The views of young people and those significant to them are taken into account, as part of the home's monitoring activities. The home is adequately resourced and there are no issues with its financial viability. Based on the home's track record and performance since the previous inspection the home can demonstrate improved outcomes for young people.

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 main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the *Inspections of children's homes – framework for inspection* and the evaluation schedule for the inspection of children's homes.