

Inspection report for children's home

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Inspector	Anthony Kyem
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Service information

Brief description of the service

A private organisation operates this children's home. This service is registered for one young person with emotional and behavioural difficulties.

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**.

Young people benefit from receiving well-planned, highly personalised care that promotes their needs very effectively. The progress young people make and the outcomes they achieve are exceptionally positive. Young people make exceptional progress across all aspects of their welfare, social, emotional and behavioural development. They enjoy constructive relationships with staff and they sustain their positive attachments. Young people's views about their care and their relationships with staff are consistently positive.

Young people report, 'Its sound. The staff do everything for you. They help you with your education and job interviews and stuff like that. They're dead supportive. They help me with everything. If you want them to help you they do. The best thing is how nice the staff are and you can have a laugh with them. I've been in about six different children's homes and this has been the best placement for me.'

Young people's views are central to how the home operates and develops its practice. Communication between staff and young people is excellent. Staff consult with young people regularly and involves them in the running of the home. As a result, young people feel empowered, involved and listened to. Young people's safety is at the centre of staff practice. Young people are kept safe and they have a strong sense of personal safety.

The manager makes positive use of the home's monitoring activities to promote the quality of young people's care. There is a good understanding of the home's strengths and they tackle identified weaknesses; which secures improvement, where necessary. Written development plans are in place and while these are written

comprehensively they do not demonstrate the home's capacity or potential to develop or improve.

There are no breaches in regulation. As a result of this inspection, there are a small number of recommendations made, for the home to address. These relate to the home's development plan, missing person's policy and improved recording of complaints.

Areas for improvement

Recommendations

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

- ensure young people receive prompt feedback on any concerns or complaints. This relates specifically to their being a written record of the outcome for all complaints (NMS 1.6)
- ensure the home's procedures are compatible with and have regard to the joint protocols and procedures for reporting young people missing from care maintained by the police and the local authority (NMS 5.6)
- ensure the home's development plan promotes the home's continuing improvement and development or confirms the continuation of the homes current operation and resource. (NMS 15.2)

Outcomes for children and young people

Outcomes for young people are **outstanding**.

Young people make exceptional progress to develop emotional resilience and a positive self-view. They benefit from receiving the support they need to withstand stress and overcome their fears and anxieties. Young people develop confidence in their own skills, strengths and abilities, as a result of the high quality support provided to them.

Young people have prompt access to doctors, dentists and opticians, when they need them. Medical consent is in place and staff are clear about what health decisions and responsibilities are delegated to them. The arrangements for the administration and storage of young people's medication are managed safely and effectively by staff.

Young people are taught about key health issues. As a result, they learn to lead and maintain a healthy lifestyle and take responsibility for their own health. The home provides young people with a healthy environment that secures their physical, emotional and psychological well-being.

Young people receive encouragement and support to enjoy and achieve. They benefit from the support they need to attend school or alternative educational

provision. The educational achievement of young people is exceptional, taking into account both their attainment and their progress in relation to their starting points. Young people have now completed their school education successfully. They benefit the support they need to further their education to promote their economic well-being.

Young people make a positive contribution to the home and the wider community. They enjoy positive and enjoyable activities and develop their interests, social skills and hobbies, as a result of their participation. Young people benefit from the support they need to have regular contact with their friend and families. As a result, they maintain their close relationships with the people, who are most important to them.

Young people are allowed to take reasonable risks, as part of their growth and natural development. They develop their practical skills in shopping, planning, cooking and budgeting; this promotes their readiness for independence. The educational achievement of young people is actively promoted as part of their effective preparation for adulthood.

Quality of care

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

Young people enjoy positive and constructive relationships with all staff. Their views about their care and their relationships with staff are consistently positive. Young people benefit from receiving continuity of care which enables them to develop and sustain their positive attachments. Young people know how to make a complaint and their rights are promoted effectively. There have been no complaints made by young people since the previous inspection. However, one complaint made by a previous resident did not have a written outcome recorded. The complaint is unrelated to young people's care.

Young people's views are central to how the home operates and develops its practice. Young people are consulted and this enables them to have a positive influence in the running of the home. As a result, young people have a say in how they are cared for and supported by staff. They feel empowered, involved in their care and listened to.

The progress young people make, and the outcomes they achieve, are exceptionally positive. Young people make exceptional progress, across all aspects of their welfare, physical, social, emotional and behavioural development. The progress young people make is underpinned by effective, high quality support from staff, who strive to achieve the best outcomes possible for them. Staff are passionate about their roles and they clearly enjoy working with young people.

Young people benefit from well planned, highly individualised care that promotes their needs very effectively. Staff involve young people in their plans to enable their contribution, knowledge and understanding of them. As a result, young people know what goals they are working towards. Young people's needs arising from personal

identity, age, gender, race and ethnicity, are all identified and addressed positively, in both care planning and daily living. Consequently, young people's needs are addressed comprehensively.

Staff consistently have high aspirations for young people. They build effective partnerships with all external agencies to promote the progress young people make and the outcomes they achieve. Young people's personal achievements are praised and celebrated to build their confidence and self-esteem.

Young people benefit from a homely and comfortable environment. The home is pleasantly decorated, furnished and maintained. It provides young people with good quality living accommodation. The location of the home ensures young people can access local places of interest to them. As a result, young people benefit from easy access to public transport, community facilities and local amenities.

Safeguarding children and young people

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

Staff place the safety and well-being of young people at the centre of their practice, irrespective of the challenges this presents. Consequently, young people feel safe and they have a strong sense of personal safety. Those employed to care for young people are selected and vetted carefully; which protects young people from unsuitable people.

Visitors to the home are always chaperoned and there is suitable monitoring of such people. There are positive and effective arrangements made to promote young people's welfare. Young people are actively protected from abuse, bullying, neglect and exploitation. Staff are trained in child protection so they know how to deal with allegations and report suspected abuse.

Staff know how to implement and follow the home's procedures to promote young people's safe return if they go missing or are absent without authority. However, the home does not currently have a copy of the local authority's joint protocols and procedures for reporting young people missing from care. Consequently, the home's policies are not compatible with those prepared and used by the local authority. This has not had a negative impact on young people. However, a recommendation is made in respect of this issue.

The use of clear risk assessment, management and pro-active safeguarding practice ensure young people, including the most vulnerable, are kept safe and feel safe. Risks associated with particular activities are identified clearly to support and protect them.

Young people's positive behaviour is extremely well promoted. Staff share and implement the home's ethos, approach and philosophy, in caring for young people. Consistent and effective behaviour management strategies, incentives, consequences and rewards are all used positively and promote young people's positive behaviour.

The use of restraint, if used at all, is only ever undertaken as a last resort, to prevent young people suffering harm, accident or injury. Sanctions used by staff are kept to an absolute minimum. Sanctions, where used are fair, proportionate and reasonable. The reasons for their use are understood and accepted by young people. There are no issues with young people engaging in anti-social behaviour, high risk taking activities or offending.

Young people benefit from a physically safe, suitable and appropriately secure environment. There are positive arrangements made to promote health and safety within the home. Regular fire drills are held to ensure young people are familiar with and know how to follow the home's emergency evacuation procedures. Consequently, young people know how to leave the home safely in the event of a fire or other emergency.

Leadership and management

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

There were no requirements from the last inspection. A recommendation made previously has been addressed; resulting in improvements to the standard of young people's accommodation. Repairs are undertaken promptly. The manager ensures young people benefit from a suitable, safe, comfortable and homely environment.

There are no breaches in regulation. The home has proven track record based its previous inspection history and its performance since the previous inspection. The home meets the aims and objectives of its Statement of Purpose. It provides young people with the support and services they need to promote positive outcomes for them. Written development plans are in place. These show the home's key strengths and positive features. However, they do not demonstrate the home's true capacity for continuing improvement and development.

Young people benefit from a home that is managed efficiently. The home is able to demonstrate the positive impact it has made to young people's lives and it can show how their outcomes have improved, over time. The manager makes positive use of the home's monitoring activities to promote and improve, the quality of young people's care. The manager has a good understanding of the home's strengths and tackles identified weaknesses; which secures improvement.

The training needs of individual staff are identified and met. Staff have access to high quality training through which they develop their knowledge, skills and professional competence. They benefit from effective support and regular supervision; which enables them to undertake their duties effectively. Young people benefit from suitably qualified, skilled and experienced staff who promote their needs effectively.

All significant events relating to the protection of young people are reported to the appropriate authorities promptly. This ensures appropriate action is taken to promote

young people's safety, if needed. There have not been any significant events, since the previous inspection.

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.