

Inspection report for Children's Home

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Inspector	Sarah Oldham / Michelle Bacon
Type of inspection	Key

Date of last inspection	24/06/2010
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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 outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

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 children's home comprises a three-bedroom end of terrace property with a kitchen and dining area, separate lounge, three bedrooms and a bathroom. There is a small garden to the front and a further garden area to the rear of the house. The home is within walking distance of local amenities and reasonably close to shops and leisure facilities. Local towns are accessible by public transport.

Summary

The overall quality rating is good.

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

This unannounced interim inspection looked at the progress the home has made with the requirements and recommendations made at the last inspection and assessed the standards under the staying safe outcome area. The manager has taken appropriate measures to address the actions and recommendations made previously. These are detailed within the improvement section of this report.

Young people are provided with a good standard of care and support to enable them to achieve positive outcomes. Staff work in conjunction with other agencies to promote the safety and well-being of young people. However, some records do not fully reflect all aspects of care and support undertaken by the staff and how this will impact on the young people.

The home has a new manager and an application to be registered with Ofsted has been submitted.

Improvements since the last inspection

At the previous inspection two actions and five recommendations were made. The actions were in relation to ensuring that a manager was appointed and an application submitted to Ofsted to register with Ofsted as the manager. The second action was to ensure that the complaints procedure included the address and telephone contact number of Ofsted. A manager has been appointed and an application to be registered as manager has been received by Ofsted. The complaints procedure has been updated to include the contact address and telephone number of Ofsted.

Two recommendations were to ensure written documentation contains all relevant details with of room searches and absence without authority from the home. A recommendation was made to ensure that all staff, including ancillary and agency staff, receive training in the prevention of abuse. The final two recommendations were to update the Statement of Purpose to include all information required in

Schedule 1 of the Children's Homes Regulations 2001. Monitoring of the room search and missing from home documentation has ensured that these are completed in full.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Young people's privacy is respected and there is no unnecessary intrusion whilst they spend time alone. Staff observe simple etiquette by knocking before entering a young person's room. Staffing levels at the home are on a one-to-one basis; however, staff try to ensure that young people are able to spend time on their own within the home. All written records are securely kept and discussions with or about young people are held privately and discreetly. However, some previous records have been archived and were not available during the inspection. This does not enable a full audit to be undertaken of records within a 12 month period.

Young people have access to a formal complaints procedure and when a concern is raised this is responded to fully and appropriately by the manager. The complaints procedure can also be accessed by significant others, including parents, social workers and carers. The system for dealing with complaints is transparent, accessible and young people's complaints are taken seriously.

There are effective systems in place to safeguard young people ensuring their safety and welfare is promoted. This is enhanced by the training staff receive. For example, staff are trained in safeguarding and physical intervention. The staff are aware of their responsibilities in relation to the homes safeguarding policies and procedures. Placement plans identify young people's needs especially in relation to safeguarding and this is supported by regular key worker sessions. However, the plans lack details of a young people's history and background and this limits the knowledge the staff have of the young people they are working with.

There is a procedure in place for reporting and responding to young people who go missing from home. The home has links with other agencies such as the police to advise if there are specific concerns such as a young person at risk from exploitation. This allows the home to develop strategies and take an individualised approach to young people who place themselves at risk from being missing from home. Risk assessments are in place however, information in them is not sufficient to substantiate some of the strategies imposed. This is in specific relation to staff having clear guidance of the measures that they can take to prevent a child leaving the home without permission.

Staff support young people to develop positive behaviours. Consequences of inappropriate actions are recorded as well as positive consequences and this enables young people to have a good understanding of expectations upon them and to develop their behaviour in a positive manner. However, some consequences recorded are not clearly time limited and this does not ensure that the young person has an achievable goal to work towards, for example to regaining something that has been temporarily withheld.

The manager ensures that all health and safety checks are completed and records relating to electrical, gas and fire safety are monitored and maintained at the home. Staff and young people are aware of the procedure to follow in the event of a fire at the home. There is an appropriate fire risk assessment in place.

Visitors to the home are vetted to ensure the safety of young people. Young people are protected by an effective staff recruitment process that ensures that all necessary checks are in place prior to a member of staff commencing employment at 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/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

Std.	Action	Due date
22	ensure that the effectiveness of any consequences of the use of sanctions are clearly recorded. (Regulation 17 (4)(f))	31/03/2011

Recommendations

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

- ensure that there are appropriate risk assessments in place for all aspects of individual risks to the young person (NMS 26.2)
- ensure that all staff are aware of, and do not exceed, the measures they can take to prevent a child leaving without permission under current legislation and government guidance (NMS 19.7)
- ensure that a full assessment is made of children's histories and any experience of abuse. (NMS 17.7)