

Inspection report for children's home

Unique reference number	SC006294
Inspection date	9 February 2010
Inspector	Debbie Foster
Type of Inspection	Random

Date of last inspection	19 October 2009
--------------------------------	-----------------

© Crown copyright 2010

Website: www.ofsted.gov.uk

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

You can obtain copies of The Children Act 2004, Every Child Matters and The National Minimum Standards for Children's Services from: The Stationery Office (TSO) PO Box 29, St Cripins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

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

The home provides long-term care and accommodation, for up to four young people aged from 11 to 17-year-olds. Admissions to the home are on a planned or emergency basis.

The home is a detached house, which is situated on the outskirts of a small town centre. The town centre is within walking distance of the home and there are transport links in the area.

The home provides individual bedrooms for the young people and two bedrooms for the use of staff. Facilities in the home also include a quiet room, lounge, dining room, kitchen, two bathrooms, first floor toilet and two staff offices. A car parking area and garden are to the rear of the house.

Summary

This was an unannounced interim inspection focusing upon national minimum standards relating to keeping children and young people safe. The five recommendations made at the last inspection in October 2009 were also checked to see if they had been implemented.

A young person took part in this inspection.

The overall quality rating is good.

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

Improvements since the last inspection

The following recommendations have been implemented.

The complaints records indicate whether the complainant is satisfied or not with the outcome of the investigation of their complaint. The fire drill records record the time they are undertaken, including one in the hours of darkness. There is clear information recording that all staff CRB checks identify that they have been undertaken at an enhanced level to work with children.

The following recommendations are still to be implemented.

The daily recordings do not fully reflect all the care plan goals and identified areas to support the young people. The minimum ratios of 80 per cent of all care staff have not completed their NVQ Level 3 in the caring for children and young people.

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.

Staff are aware of how to respect young people's privacy and demonstrate a good awareness of the rights of young people. Records are securely stored and information confidentially handled.

Complaints are promptly dealt with within the home to indicate they are taken seriously. The staff and the young people are fully aware of the procedure for how to complain. Previous

complaint records show that prompt action is taken to progress complaints made and record the outcomes.

There has been one ongoing complaint made since the last inspection. This has been passed to the placing authority about the number of changes of social worker for one young person. Initially the authority responded. However, the situation has not improved and a further two social workers have been allocated. The situation has not been addressed in line with the local authorities complaints procedure. The young person has been supported by the staff to complain. However, as the situation has continued, the young person is not satisfied that they have been listened to by the placing authority or that the complaint has been taken seriously.

Good measures are in place to keep young people safe and to promote their welfare well. All staff have received safeguarding training and can verbalise the procedures. The procedures are detailed and available for staff to refer to and use.

Young people are protected from bullying through the home's policies, procedures and the practice of the staff. There is no bullying occurring at the home at this time. Staff are aware of how to deal with bullying situations and they monitor young people closely. Young people are aware that bullying is not tolerated.

Staff talk to young people about keeping themselves safe and respond appropriately to protect them when they go missing without authority. Young people are aware of the circumstances when they will be reported missing. Since the last inspection the number of incidents of young people going missing without authority have been minimal. The appropriate records and action have been taken.

The staff see managing behaviour positively as a priority. This is achieved by promoting and encouraging acceptable behaviour by ensuring young people have clear boundaries in place. Young people are involved in the decision making process and the rewards put in place for them. The emphasis is on rewarding young people for their good and positive behaviour. Young people receive rewards weekly.

The sanctions and restraint records contain the required information overall. Three sanctions have been given and no physical intervention has been made since the last inspection.

Staff use a number of strategies to manage the behaviour of young people. However, these are not always detailed within care plans. Although the service has pursued professional input for young people to support them with their behaviour, this has not been put in place in a reasonable timescale by the placing authority.

Young people's safety is promoted through the practices and support from staff. For example, risk assessments are in place, which cover the relevant areas in good detail and supporting safety measures, which are implemented with young people, to keep them safe.

Fire records indicate that there are frequent checks made on the system. Fire instruction and safety training have taken place for all staff at the required frequency. Fire drills have taken place at frequent intervals exceeding the minimum specified. The records now indicate the time fire drills take place, one being in the hours of darkness.

Helping children achieve well and enjoy what they do

The provision is not judged.

Helping children make a positive contribution

The provision is satisfactory.

Young people's needs are assessed and documented within the care plan and supporting documents to outline how their needs will be met and implemented. Staff demonstrate well the specific care they provide to young people to meet their individual needs. This is reflected in some of the focus work sessions and daily recordings undertaken with the young people, although there are still some deficiencies in the daily recordings. They do not reflect fully, if all the care plan goals have been implemented; how the staff support and ensure the goals are achieved.

Achieving economic wellbeing

The provision is not judged.

Organisation

The organisation is good.

The recommendation made on the last key inspection has been checked in this area only. Refer to the last key inspection report for further information on organisation.

The vast majority of the staff team have not completed training in the National Vocational Qualification training at Level 3 in the care of children and young people. Therefore, the National minimum standards target of 80 per cent of the work force achieving this, is not yet met. This has recently been affected by the majority of staff being newly recruited to working in residential child care.

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
----------	--------	----------

Recommendations

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

- continue to support and assist young people to follow the local authority complaints procedure (NMS 16)
- ensure there are clear and detailed behaviour strategies in place to assist in managing the behaviour of young people consistently (NMS 22)
- ensure professional support to assist young people in managing and developing socially acceptable behaviour, is in place (NMS 22)

-
- ensure that the daily recordings fully reflect the care plan goals and identified areas to support the young people (NMS 2)
 - ensure that the minimum ratios of 80 per cent of all care staff complete their NVQ level 3 in the Caring for Children and Young People. (NMS 29)