

Inspection report for Children's Home

Unique reference number	SC006294
Inspection date	17/02/2011
Inspector	Debbie Foster
Type of inspection	Random

Date of last inspection	23/06/2010
--------------------------------	------------

© Crown copyright 2011

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 Crispins, 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 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

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 lounge, dining room, kitchen, two bathrooms, first floor toilet, two staff offices, education and games room. A car parking area and garden are to the rear of the house.

Summary

The overall quality rating is good.

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

This was an unannounced interim inspection focusing national minimum standards relating to promoting and safeguarding children and young people's welfare. The action and three recommendations made at the last inspection have been checked see if they have been implemented. Young people have taken part in this inspection.

Young people's welfare and safety continues to be strongly promoted by staff. Good protection measures assist in keeping young people safe. The positive management of behaviour is a strength at the home. This is reinforced by rewarding and giving incentives to young people for their positive behaviour.

Improvements since the last inspection

The registered person has been made the following improvements in being healthy, positive contribution and organisation. Immunisation records are up to date for each young person. The menu incorporates the daily intake of fruit and vegetables to assist in providing a balanced diet to young people. Ongoing work has been taking place with young people relating to the identified care plan aims and demonstrates focused work is being undertaken to meet young people's needs.

However, a minimum ratio of 80% of all care staff have not yet completed their National Vocational Qualification at 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.

Details about young people's care are recorded and stored appropriately to maintain appropriate levels of confidentiality. The privacy of young people is well respected. They said they can spend time alone in their bedrooms, see visitors, make telephone calls in private.

The staff and young people are fully aware of the procedure for how to complain. Two complaints have been made since the last inspection. Prompt action has been taken. The complaint records show the action taken to the outcome of the complaint. The complainant has been kept informed. This shows complaints are taken seriously.

The welfare of young people is promoted, they are protected from abuse. The manager and all staff have undertaken child protection training. Good safeguarding procedure for staff to follow are in place. The staff demonstrate a sound knowledge and understanding of the safeguarding procedures to promote and protect the young people's safety.

Young people are protected from bullying through the home's policies, procedures and the practice of the staff. Young people said there is no bullying occurring at the home. Bullying is not tolerated in the home. Staff are aware of how to deal with bullying situations and high staffing levels ensure close supervision of young people. This assists in preventing and addressing bullying incidents promptly.

Staff respond appropriately to protect young people when they are absent without authority. Individual protocols are in place in the event of a young person going missing. Young people are aware of the circumstances when they will be reported missing. Staff talk to young people about keeping themselves safe and follow the procedures if young people go missing.

The positive management of young people's behaviour is encouraged and promoted well. This is achieved by the staff having a caring approach to young people and focusing on their positive behaviour. Young people have clear boundaries in place and they receive rewards for their positive and good behaviour. Staff work on building positive relationships, listen to young people's views and communicate well with them. A young person said that they get on well with all the staff.

All staff are aware of, and trained, in behaviour management, using de-escalation techniques and follow agreed physical intervention techniques when required. Staff

said physical intervention is used as a last resort. Nineteen sanctions and no physical intervention have been made since the last inspection. The sanctions and restraint records contain the required information. The manager monitors the records for effectiveness and appropriateness.

The young people live in a home that provides physical safety and security. For example, risk assessments outline in good to satisfactory detail the relevant areas and the supporting safety measures for staff to follow. These assessments have been reviewed. These reduce the risks identified for individual young people to keep them safe.

Fire records indicate that there are weekly 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 different times of the day including one in the hours of darkness. The frequency of fire drills exceed the minimum standards.

The recruitment files have not been checked on this inspection. Previously the service has been found to follow robust recruitment checks. This area will be checked at the next inspection.

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?

Recommendations

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

- ensure that the minimum ratios of 80% of all care staff complete their National Vocational Qualification at level 3 in the caring for children and young people. (NMS 29)