

Inspection report for children's home

Unique reference number	SC006921
Inspection date	31/10/2013
Inspector	Cheryl Carter
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	14/06/2013
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Service information

Brief description of the service

The home is registered to accommodate and provide education for up to five children or young people. The provider is an organisation and a limited company, with a number of children's homes.

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Progress

Since their previous inspection the service is judged to be making **good progress**.

Following the home's previous full inspection in June 2013, the overall quality rating for the service was assessed as good with no requirements and four recommendations raised. All of these recommendations have been addressed. The home now has a record of complaints which includes details of the action taken in response to the complaint and the outcome of complaints. There is an on-going programme of refurbishment and the home is well maintained, warm and homely. Staff together with the manager are evaluating sanctions and restraints for its effectiveness when used. The staff are making efforts to encourage the young people to take responsibility for their behaviours by encouraging them to consider the community where they live and to make amends at the earliest opportunity if they upset or annoy the neighbours.

The staff at the home have worked hard to improve the outcomes for the young people and are focused on trying new ways to positively influence their behaviour. Since the last inspection two of the young people have moved on. This was part of the care plan rather than placement breakdowns. There is only one young person currently placed at the home. This interim inspection was undertaken as a discussion

with the Registered Manager and two members of the staff team as there were no young people present in the home. The inspector focussed on behaviour management and risk assessments for the young person currently placed in the home as well as risk assessments for young people who attend the home daily to access the school. The inspection also focused on the complaints about the home and the impact of the young people's behaviour on the community.

The Registered Manager demonstrates a commitment to the provision of well-planned care for children. Assessments of young people's needs and how these needs will be met including an initial risk assessment is completed before a young person is accepted to live at this home. This reduces the risk of unplanned endings for young people. Consultation and participation is well embedded. The home consults directly with children, their families, and social workers to acquire feedback and areas of improvement are acted upon. The manager has also used the lessons learned from complaints to improve the service and to maintain good relationships with the local community. Complaints are dealt with appropriately and recorded with the actions and outcomes detailed.

Young people's confidence develops and outcomes continue to improve as result of the consistent support they receive from a committed staff team. Young people fully engage in their care planning and in the running of the home. House meetings and informal meal-time discussions continue to provide opportunities for young people to discuss a range of issues in a positive manner. This promotes the development of social and communication skills which helps them feel part of the home and raises their self-esteem.

Staff receive substantial levels of support from the management team. Supervision for staff occurs every four to six weeks. As a consequence they have an excellent understanding of their roles and responsibilities; and high expectations of what young people can achieve. Staff confirm that managers are very committed and readily available should they have any queries or concerns. Staff are motivated to improve their knowledge and understanding of their work as a result of the training opportunities that are provided.

Young people continue to receive high quality, well-planned care from a committed and competent staff team. Staff provide clear boundaries within a caring environment. The culture and practice within the home promotes individual identity, difference and equality.

Effective monitoring systems review the quality of care that young people receive and identify areas where outcomes for young people may be improved. Detailed reports of monitoring visits demonstrate that regular and excellent levels of consultation with staff and young people influence practice development.

No requirements or recommendations for improvement are noted at this 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 progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection*.