

Inspection report for children's home

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Inspection date	20 May 2009
Inspector	Katarina Djordjevic
Type of Inspection	Random

Date of last inspection	26 February 2009
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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 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

This is a children's home that is part of a large organisation. The home provides care for two young people of either sex aged between 10 and under 18 years old, with no more than a four year age gap, who have emotional and behavioural difficulties. The Registered Manager is also the Registered Manager for a further two of the organisation's community homes. There is always one member of staff on duty which includes sleeping-in cover. However, staffing is flexible and is increased when necessary depending on the needs of the young people. There are good on-call arrangements.

The home is a three bedroom semi-detached house which is situated in a suburb of a city. It is within commutable distance of leisure and sports facilities, shops and a selection of mainstream schools. The accommodation comprises of a lounge, kitchen diner and a toilet on the ground floor. On the first floor there are three bedrooms, one of which is the staff sleeping-in room and office and a bathroom. Each young person has their own bedroom. There is a front and rear garden.

Two young people are currently living at the home and were present for part of the inspection.

Summary

This was an interim unannounced inspection. The purpose of the visit was to assess the quality of care being provided to young people living at the home, in line with statutory requirements. All key standards under Staying Safe were assessed. This inspection finds that this service continues to provide good care arrangements which safeguard young people. The staff team remains stable and are well supported by the registered manager which results in consistent and safe care for young people. There are various systems in the home which enable young people to make positive contributions to their lives and raise any concerns they may have.

The overall quality rating is good.

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

Improvements since the last inspection

A recommendation was made at the last inspection for the registered manager to carry out individual risk assessments regarding the fitting of window restrictors to young people's bedroom windows. The Registered Manager reported that risk assessments have been carried out.

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.

Systems in place and staff practice help to safeguard young people and to promote their general wellbeing. Young people feel safe living at the home. The Registered Manager monitors the provision of care and takes action when necessary to improve safeguarding arrangements.

Staff work with young people in a supportive and respectful manner where young people's dignity and privacy is maintained. Young people are able to make and receive private telephone

calls and are given a key for their bedroom to support their privacy. Staff recognise the importance of respecting confidentiality and records are kept securely.

Young people know how to make a complaint. Staff are approachable and positive relationships between young people and staff make it easy for young people to raise any concerns they may have. The home's complaint's forms with stamped addressed envelopes to the organisation's responsible individual are on display which makes it easy for young people to make a complaint in confidence. Weekly children's meetings are held where staff check out that young people understand the complaints procedure and young people get the opportunity to raise any concerns they may have. Records of complaints are kept. No complaints have been received since the last inspection.

There are various safeguarding policies and procedural guidance which inform staff how to promote young people's welfare and protect them from the risk of harm or abuse. Staff also receive child protection training. The home has a copy of the Local Safeguarding Children Board (LSCB) procedures.

Anti-bullying policies and staff practice ensure young people are protected from the risk of bullying. Young people get on well together. They are able to discuss any issues about bullying in the weekly children's meetings and in their individual key worker sessions.

The home has clear written guidance for staff to follow in the event of a young person absconding. Individual risk assessments are in place and records are kept of all incidents of absconding. Relevant agencies are notified as required. On return to the home, staff spend time with young people trying to ascertain reasons for the young person absconding and discuss the dangers of going missing. This helps to protect young people from the risk of harm. Young people are given mobile phones and are encouraged to keep in contact with staff at the home when they go out on their own.

Young people's behaviour is understood and managed well by staff at the home. Staff receive training in behaviour management where the emphasis is on acknowledging and rewarding positive behaviour. This approach enables young people to take on responsibility for trying to change and manage their behaviours and prepare them for adulthood. Young people are clear about what is expected of them and are happy with the support they receive from staff. The use of sanctions is minimal and restraint is rarely used. Appropriate records are kept of restraints and sanctions.

Young people live in a safe and secure environment as a result of the effective management of health and safety. Equipment and installations are serviced as required. Fire safety checks and practices protect young people and staff from the risk of harm or injury. The fire evacuation procedure is explained to all new young people on admission to the home and an evacuation carried out.

Staff recruitment files are not kept at the home although there is written confirmation that staff have received an enhanced Criminal Records Bureau check.

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 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
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Recommendations

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