

Inspection report for Children's Home

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Inspector	Mark Ryder
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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

The home provides care for two young people of either sex aged between 10 and under 17 years old, with no more than a four year age gap, who have emotional and behavioural difficulties.

The property is a 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. At the time of this inspection there were two young people in placement. Both contributed to this inspection.

Summary

The overall quality rating is outstanding.

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

This interim inspection looked at the progress the setting has made with the requirements and recommendations made at the last inspection on the 8 December 2010. These related to improvements to the Statement of Purpose and documentation. Only the staying safe section was looked at during this inspection. The provision has taken appropriate action to resolve previous requirements. Young people continue to have excellent opportunities to live in a safe and stimulating environment with caring and conscientious staff. There are no actions or recommendations made as a result of this visit.

Improvements since the last inspection

One action and two recommendations were made at the last inspection. All have been met.

The Registered Manager was asked to update the home's Statement of Purpose so that it reflects the function of the home and the conditions of registration. The Statement of Purpose has now been amended to provide an accurate account of the home.

The Registered Manager was also asked to review menus and include young people's cultural, religious, language and racial needs within placement plans. Both areas have been improved. Menus are fully discussed with young people who are able to make informed choices about healthy eating options. Records of what is actually served are available. Placement plans now include details of each young person's individuality including religious needs. Therefore, placement plans are reflective of young people's needs and regularly reviewed.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

Young people continue to be cared for by excellent and well trained staff. Young people say that their privacy is always respected and that they feel comfortable living at this home. For example, young people have their own keys to their bedroom doors and can lock them whenever they wish. Staff will only enter a young person's room on request or if there are serious concerns. Room searches are very infrequent although staff are fully aware of the procedures to follow in such an event.

There is a positive and vibrant culture within this home that young people respond to well. Young people say they enjoy each other's company and get on very well. Bullying is not a concern with the young people at this time. However, staff address bullying and are aware of the many forms this can take. For example, staff will monitor how young people access the internet. Risk assessments are regularly updated to reflect the impact on behaviour between residents. This insures that the staff continuously assess the needs of both young people in placement.

Staff provide a home environment in which young people express feeling safe and secure. Regular safeguarding training as well as discussions within the team help staff to understand and follow procedures in the event of a child protection incident. Policies and procedures are available to all staff to follow if there is a need to report an incident. Missing from home procedures are followed and ensure young people are kept as safe as possible. A young person said 'the staff make sure I'm always safe'. Previous safeguarding incidents have been managed very well.

Complaints are dealt with promptly, ensuring that young people or other persons are aware of the process at each stage. Records are clear, specific and include the outcome of any complaints made. All young people are fully aware of the complaints procedures and feel comfortable in talking to staff about any worries or concerns they have. Information for young people is available in a guide written in a format this is accessible. There are low incidents of complaints at this home demonstrating the high levels of satisfaction from young people, social workers and the local community.

Sanctions are rare and the use of physical intervention has never been used since the home has been registered. Staff record daily the positive aspects of young people's behaviour. This is shared with young people who clearly benefit from hearing that their good behaviour is appreciated. Staff have excellent skills in communicating with young people to enable them to develop into adulthood.

Young people, staff and visitors are kept safe through robust health and safety practice. Checks within the home are current. Fire safety is taken seriously with drills and evacuation procedures known and understood by young people and staff. Visitors are also informed of how to exit the home safely in the event of a fire. Electrical appliances, hard wiring as well as gas boiler maintenance have all been serviced and maintained within timescales. The certificate of insurance is active.

Recruitment continues to be managed exceptionally well, with checks completed before staff start to work with young people. Vetting of new staff is rigorous. Visitors are asked to sign in and out of the building and identification is also checked. This ensures that adults who work or visit young people are appropriate to do so.

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.