

Inspection report for Children's Home

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Inspector	Susan Mullin
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Date of last inspection	30/11/2010
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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 is one of five children's homes owned by a private company. It is registered to provide care for two young people of either sex between the ages of eight and 17 years with emotional or behavioural difficulties. However, the home only provides care for one young person at any one time, unless the two children are siblings and it is considered appropriate for them to share a bedroom. Admissions to the home are usually planned but emergency admissions are accepted.

The home is a semi-detached mews type property built in 1999. It is situated in a residential area on the outskirts of a town. The home is in close proximity to a variety of shops and local leisure facilities and amenities. The young person resident at the time of the inspection was briefly present to participate in the inspection process.

Summary

The overall quality rating is good.

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

This unannounced interim inspection focussed on the outcome achieved by the home in the staying safe group, as identified in the Every Child Matters outcome groups. Other outcomes were not assessed during this visit and will be the focus of the next visit to the service.

The standard of care is good. Safeguarding has a high priority, so that young people are protected from abuse. Clear risk assessments, good staffing levels and appropriate supervision help to protect young people and support them to behave in socially acceptable ways. Challenging behaviour is managed effectively and at the lowest level of intervention which is needed to protect them.

There are no actions or recommendations as a result of this inspection.

Improvements since the last inspection

There were no actions or recommendations made at the last inspection.

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.

The privacy and confidentiality of young people is respected. Staff always knock on their bedroom door and gain their permission before entering. When room searches are unavoidable, young people are informed prior to the search. However, none have been undertaken since the last inspection.

The home has effective policies, procedures and care practices to ensure that young people are cared for safely. Robust individual risk assessments and support plans, ensure that staff have appropriate strategies in place to protect young people. To protect young people against bullying, staff talk openly with them and help them gain an understanding of the impact that bullying may have on others. There is a clear complaints procedure, which is made known to young people when they are admitted into the home. Young people understand how to make a formal complaint and to gain access to an advocacy service, if they want to speak to someone outside the home. No complaints have been made since the last inspection and one written compliment was seen from an external assessor to the home, who was impressed by the standards of care witnessed.

There are robust protocols in place for ensuring young people are as safe as possible if unauthorised absences occur. Staff encourage young people to let them know where they will be when they leave the home. Individual risk assessments identify any specific issues that staff would need to consider, in the event a young person does not return to the home when expected. If a young person goes missing, staff work closely with police and other agencies, to ensure the safe return of the young person to the home. However, no incidents of a young person going missing have been reported since the last inspection.

The staff are quick and responsive on recognising and rewarding good behaviour and positive effort. Staff develop positive relationships with young people and help them to learn to manage their own behaviour in a way that is socially acceptable. Staff are trained to manage challenging behaviour, including the use of sanctions and restraints. There have been no incidents of restraint or sanctions since the last inspection.

The management of health and safety issues is good and protects young people and staff, from the risk of harm or injury in the home. Equipment and installations are serviced regularly and there are frequent safety checks. Young people take part in evacuation drills and they understand what to do in the event of a fire breaking out. Risk assessments on the environment and activities that young people may be involved in, are regularly reviewed and their contents known by all members of staff. All visitors to the home are requested to read and sign that they understand the fire procedures, to prepare in the event of an emergency.

There are effective procedures for the recruitment of staff, which ensure that all staff are thoroughly vetted prior to starting work in the home. The identity of all visitors to

the home is checked before they are allowed access and they are monitored by staff whilst in the building.

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.