

Inspection report for children's home

Unique reference number	SC008274
Inspection date	08/08/2012
Inspector	Elizabeth Tanner
Type of inspection	Full
Provision subtype	Children's home

Date of last inspection	07/02/2012
--------------------------------	------------

© Crown copyright 2012

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.

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 with emotional or behavioural difficulties.

The inspection judgements and what they mean

Outstanding: a service of exceptional quality that significantly exceeds minimum requirements

Good: a service of high quality that exceeds minimum requirements

Adequate: a service that only meets minimum requirements

Inadequate: a service that does not meet minimum requirements

Overall effectiveness

The overall effectiveness is judged to be **outstanding**.

This home provides an exceptionally high standard of personalised care for young people. Young people make significant progress while living in this home. Their behaviour, health, education and safeguarding needs are fully supported and measurably improved.

Relationships between young people and the staff are excellent. Young people feel safe in the home and value the well planned and individualised care that they receive. This care enables them to develop in emotional maturity and promotes positive attachments. Young people's needs and their views are central to all aspects of how the home operates.

The service is effectively managed. Systems for ensuring rigorous monitoring of the quality of care provided are in place and used to shape future services. The enthusiastic management team provide continuous quality assurance to maintain excellent standards and develop improvements in the running of the service.

Outcomes for children and young people

Outcomes for children and young people are **outstanding**.

Young people make exceptional progress in this service. The consistent and focused care given by enthusiastic staff means young people significantly gain in self confidence and emotional resilience. Young people build attachments and learn to trust adult care givers. One professional said that their young person in placement,

'flourished emotionally and socially,' and another professional emphasised that, 'they don't give up,' on young people.

Young people are enthusiastic about education and have exceptionally good attendance. This is a tremendous achievement considering the disjointed education experiences some of the young people have experienced in the past. The staff team work in partnership with education providers and are focused upon promoting and assisting the continued achievements of young people. Young people are able to make progress because of the help they receive from the staff team.

Young people enjoy good health. Their health needs are comprehensively met and staff are effective at ensuring appointments are attended and health advice followed. Young people provide full cooperation and engagement with mental health services. Young people can explore and discuss health issues comfortably with staff. Through this young people develop awareness about lifestyle choices, including healthy eating and exercise as well as improving personal hygiene and understanding puberty.

Young people develop and mature in this placement. They respond to the effective and consistent boundaries established by staff. This consistency helps promote positive behaviour which is in turn rewarded by staff. Young people in this provision do not engage in risk taking behaviour.

Contact with family and friends is effectively supported by staff with good quality interagency working. Staff are aware of the individual contact arrangements for young people and recognise the importance of family in the lives of young people.

Quality of care

The quality of the care is **outstanding**.

Young people are cared for by a dedicated, motivated and well trained staff team. Young people enjoy excellent relationships with staff. The staff team provide a nurturing environment where young people experience stable and consistent care. This stability and the quality of the relationships between young people and staff are key factors in achieving positive outcomes for the young people in the home.

Staff place the well-being of young people at the centre of their practice. This includes planning staff rotas to ensure young people have the highest level of stability possible. Young people are continually consulted about their care, their activities and how their home is managed and developments planned. Their wishes and feelings are extensively sought in both formal and informal situations. Achievements of young people are celebrated and certificates and photographs are displayed prominently in the home.

Care and education planning, risk management procedures and behaviour management plans are comprehensive and give accurate information about the support needed by young people. Written plans reflect the background and individuality of young people. This individuality is positively addressed in the care

given on a daily basis. Because of this young people know they are valued.

Education plans highlight the considerable efforts made by staff to work with education colleagues to obtain appropriate educational provision for some young people. Staff are effective in supporting young people in education and homework is always completed. A social worker said, 'they have always been very proactive in terms of identifying a placement and attending PEP meetings.' Such effective partnership working means young people's needs are better recognised and effective support provided.

Young people are encouraged to contribute to all their care planning. Their involvement and consent to behaviour management plans and all risk assessments is sought on a regular basis. Young people understand how to make a complaint, but have not felt the need to so do for a number of years.

Young people are provided with a healthy environment. Young people can access the services they need to meet their emotional, physical and psychological needs. Medication is stored safely and clear records maintained about the administration of medication. Staff receive relevant training to enable them to support health needs. This means help and guidance is available when young people most need it.

The home is a small family sized house in a residential area and this means young people are not easily identified in the community. The home is comfortable and young people are able to personalise both their bedrooms and the communal areas.

Safeguarding children and young people

The service is **outstanding** at keeping children and young people safe and feeling safe.

Young people confirm they feel safe in this home. They live in a safe, secure and stable environment. Levels of safety are effective because the robust policies and procedures are regularly reviewed and implemented by well trained staff.

Clear risk assessments are in place. Young people are enabled to take assessed risks appropriate to their age and abilities. For example, a young person is now able to visit local shops but this achievement has been built up over a period of time with staff teaching and supporting the young person in this task. Because of this young people are encouraged to learn about safe and appropriate behaviour in the community.

Systems for dealing with young people who go missing from the home are well established. Risk assessments are in place to ensure appropriate, individualised practice should this occur and a local protocol is agreed. However, there have been no incidents of young people missing from this home for two years.

There are significant improvements in the behaviour of young people from the point of placement. Young people respond very well to praise and there is an imaginative

use of positive reinforcement. Few sanctions are used and when they are young people confirm they are a fair and appropriate. Young people are able to suggest changes to behaviour management programmes if they feel they are no longer helpful. Although all staff are trained in restraint, this is seldom used in this home, the last occasion being over a year ago.

Staff are carefully selected and vetted through a robust recruitment process. This ensures only suitable people work with young people. Staff receive appropriate training and because of this safeguarding procedures are very well understood.

Leadership and management

The leadership and management of the children's home are **outstanding**.

This home is efficiently and effectively managed by an experienced Registered Manager. The service excels at providing young people with structured and effective individualised care that promotes their health, welfare and education. Management systems are robust and there are clear policies and procedures. Staff know to whom they are accountable and what levels of responsibility are delegated to them.

Staffing levels are good and are managed in keeping with the home's Statement of Purpose and the individual care plans of young people. Staff receive induction, extensive training and regular supervision. This means staff are able to develop their skills and the home maintain a professional staff team who can promote quality care for young people. Staff say they are confident in the effective support they receive from their manager. A member of staff said, 'I have never been so well treated as I am here. I get lots of praise.'

The Statement of Purpose is clear and this means parents and staff are aware of the aims of the service. A young person's guide is available. Internal and external monitoring of the service identifies shortfalls, emerging trends and areas for development. This planning means that the quality of care received by young people is both monitored and improved.

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 main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the *Inspections of children's homes – framework for inspection* (March 2011) and the evaluation schedule for children's homes.