

Inspection report for Children's Home

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Inspector	Debbie Foster
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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

This children's home is owned and managed by the responsible individual. It is a detached house situated in the suburbs close to a large town, with links to public transport and community facilities. The ground floor has a lounge, with satellite television, a kitchen and dining room combined, a bedroom, bathroom and toilet facilities, and an office. The second floor comprises of bedrooms, a bathroom, and toilet facilities. There is space for car parking on the home's driveway.

Five young people currently live in the home. All of whom were present during different times of the inspection and the majority spoke with the inspector about their experiences of living at the home.

Summary

The overall quality rating is good.

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

This was an unannounced interim inspection. Matters looked at during this visit relate to the outcome of staying safe and the recommendations made at the last inspection.

The home continues to provide an good level of care to young people. Young people are well looked after and say they feel safe living in the home. A very caring approach is taken by the staff and they have a clear understanding of each young person's care needs.

Keeping young people safe from harm is given high priority and there are effective safeguarding practices in place to protect young people. The majority of young people think that the staff are fair, listen and support them well. Behaviour is managed well. Safety measures and strategies exist to keep young people safe.

Shortfalls have been found in the recording of the sanction records and the reviewing of risk assessments.

Improvements since the last inspection

At the last inspection the registered person was asked to address areas relating to economic well-being and organisation. All young people have a lockable storage facility within their bedrooms for personal possessions and or medication. Of those young people over the age of 15 there is a pathway plan in place.

The following recommendation has not been implemented in full: Not all staff and

others working in the home receive one and half hours of one to one supervision from a senior member of staff each month.

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 of young people is respected and information is handled confidentially. Young people said staff knock and wait before entering their bedroom. They have keys to enable them to lock their bedroom doors and a lockable safe storage facility. This ensures that they can keep their belongings safe and have their own private space. Records are securely stored and staff demonstrate a clear understanding of confidentiality.

The staff and the young people are fully aware of the complaints procedure. Any complaint made to the home is dealt with promptly, showing high importance continues to be given to dealing with complaints. Young people said their concerns are listened to. One complaint has been made since the last inspection. The complaints information is recorded in full. Records show that prompt action is taken to investigate the complaint. Due to the complaint being recently made the conclusion has not yet been established.

There are good safeguarding measures to keep young people safe and their welfare is promoted. The home has established links with the Local Safeguarding Children Board. The procedures are detailed and available for staff to refer to and use. All staff have received safeguarding training. They are aware of the procedures to follow when required. Young people said they feel safe living in their home.

Bullying is not an issue in the home at this time. Young people said bullying is not allowed. They have clear information on what to do about bullying. The staff are aware of the diverse needs of the young people they are caring for. They have identified how young people are to be supported in these areas. Suitable staffing levels assist in them being able to respond promptly to deal with any potential bullying situation and allows the close monitoring of young people when required. Therefore, young people are protected from bullying, through the home's policies, procedures and the practice of the staff.

Staff talk to young people about keeping themselves safe and respond appropriately to protect them when they go missing without authority. There have been 12 incidents of young people being reported missing since the last inspection in November 2010.

The staff are very clear on the individual strategies in place to support each young person. Young people are aware of the circumstances when they will be reported missing. Individual missing from care assessments detail the specific action staff are to follow in such an event, thus giving very concise instructions to the staff. Staff respond positively to young people when they return to try and ensure their future safety. This is followed up by the staff undertaking direct work with young people to support the individuals concerned. The risks they may put themselves at are discussed as is how to keep themselves safe in the future.

Promoting positive behaviour continues to be a high priority in the home. This is encouraged consistently by the staff team. It is achieved by staff having clear boundaries and rewards in place to support young people's positive behaviour.

Some young people commented that the staff are fair and others said they are fair most of the time. Staff confirm physical intervention is used as a last resort to manage behaviour which puts a young person at risk of hurting themselves or others. The sanctions and restraint records record the majority of required information. However, there are omissions relating to time and effectiveness.

Young people's safety is enhanced through the practices and support from staff. The home provides physical safety and security. For example, risk assessments are in place, which cover the relevant areas and the supporting safety measures to be implemented with young people. These vary in detail from good to satisfactory. However, not all have been reviewed on a regular basis.

The fire records indicate that regular checks on the system and appropriate fire instruction, training and drills have taken place. Twelve drills have taken place since the last inspection and young people are involved in these too.

Clear vetting and recruitment procedures for staff are in place to ensure young people are prevented from being cared for by unsuitable staff. The organisation undertakes the required and relevant checks on the staff recruited. This includes the Criminal Record Bureau checks, taking up references from the last employer and checking the individual has a full employment history.

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/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

Std.	Action	Due date
22	ensure that the sanction and restraint records record all the required information as set out in the regulations. In particular time and effectiveness. (Regulation 17 (4)(a- g))	28/04/2011

Recommendations

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

- ensure that all risk assessments are regularly reviewed to check the implementation and effectiveness of the actions identified (NMS 26.4)
- ensure that all staff and others working in the home receive at least one and half hours of one to one supervision from a senior member of staff each month. (NMS 28.2)