

Inspection report for children's home

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Inspection date	4 August 2010
Inspector	Alicea Churchward
Type of Inspection	Random

Date of last inspection	25 January 2010
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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

The home is registered to accommodate up to 9 children and young people including one child with physical disabilities. There are two homes covered by a single registration. The main home is in a residential area and is close to community facilities and leisure pursuits. It is indistinguishable from surrounding properties and looks like a family home. At the time of this inspection, six children are accommodated. There is a large garden area to the rear of the property and plenty of space to play. The home has excellent facilities for the children living there and its gardens are well maintained. There is a two-bedded satellite home within 10 minutes travelling time of the main home which currently accommodates one young person.

Summary

This was an unannounced interim inspection of this service. The purpose of this visit was to inspect the recommendations made at the time of the last inspection and to look specifically at the staying safe Every Child Matters outcome area. It was also to ensure that the home is complying with the national minimum standards and the children's homes regulations. Visits took place at the main home and the satellite home.

The recommendations made at the time of the last inspection have been met. Two recommendations were made at the time of this visit, In respect of recording outcomes of all complaints and maintaining staff recruitment information. Young people report being safe in this home, know how to make a complaint, that there is no bullying, the rules are fair and that their privacy is maintained by the staff. They continue to make excellent progress.

The overall quality rating is outstanding.

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

Improvements since the last inspection

At the time of the last inspection two recommendations were made, these were in respect of the records in the home. These include that the records of sanctions, restraint and absence. The Registered Manager has taken steps to ensure that all these records comply with regulation.

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's privacy is maintained, this has been confirmed with various young people during a number of inspections. All information is stored in lockable cabinets in the office. Staff are aware of maintaining confidentiality through their initial training and in this is observed in practice.

The home has a clear complaints procedure in place. Young people are regularly given information about how to make a complaint. The records demonstrate that they know how to use the procedure. All complaints are recorded and all but one has a clear record of the investigation and resolution. Young people are encouraged to sign the records to say they are

happy with the resolution. Young people in conflict with their placing authorities are offered excellent advocacy.

All staff have received training in recognising and responding to any matters in relation to safeguarding. The home has links with the local safeguarding children board. There is a copy of the local procedures for staff. Many of the young people in placement are of a similar age, this does cause some 'bickering' but no bullying is reported or known to the staff. There have been some verbal exchanges which have been dealt with. Staff are working with young people about their rights and responsibilities.

Young people absenting themselves from the home can be problematic for some; on the whole absence is rare. There are good records that demonstrate the actions taken when this happens and the reasons are examined upon return. Staff have all received training in the home's procedures and are clear about them. The home also works within a joint protocol with the local police for managing any absence.

Behaviour is managed well. Young people are clear about expectations, which are regularly reinforced by the staff. Records of sanctions and restraint comply with regulatory requirements and demonstrate clearly why the use of such measures are applied. Positive behaviour management is effective. All staff have received training and some staff have now received training to facilitate other staff in the approved methods.

The home is a safe place to live. There is regular certificated maintenance of all equipment and regular fire drills. The home maintains up-to-date risk assessments in respect of the house and activities. Young people have their own risk assessments in place.

The home has had a finger print recognition system fitted to the entrance of the home so that young people and staff can access the home. Any other unauthorised persons cannot. There is a clear visitor's policy in place which is known in practice. Any new staff appointed to the home have undergone the appropriate checks, in one case an application had been returned to a member of staff to incorporate additional information, this has left some shortfalls in the second submission. Remedial action was being taken at the time of this inspection to address this matter.

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):

- ensure that records clearly include the outcome of all complaints (NMS 16.7)
- ensure that there is a written record of the recruitment process. (NMS 27.1)