

Inspection report for children's home

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Inspection date	27 July 2009
Inspector	Anthony Kyem
Type of Inspection	Key

Date of last inspection	23 March 2009
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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 provides care and accommodation for up to eight young people between the ages of 10 to 17 years old. The home is a large, detached house situated within its own grounds. The home comprises of eight bedrooms, a lounge, dining area, play room, washing facilities and toilets appropriate for the registered numbers. The home is located in a residential area with good access to local amenities.

Summary

The inspection of the home was unannounced. All key National Minimum Standards (NMS) were inspected. The visit was used to assess the home's capacity to meet the outcome areas for young people in relation to being healthy, staying safe, enjoying and achieving, making a positive contribution, achieving economic well-being and organisation. Two young people, staff and the home's owner were all present and contributed towards the inspection.

Young people receive good levels of support from a dedicated, committed and capable staff team. Specialist support is available to them, to help young people overcome their problems and promote their emotional stability. Educational support is provided, to promote young people's learning and develop their academic potential. Young people value the support provided to them.

Medication is securely stored within a locked medication cabinet, however, the cabinet is not wall mounted for additional security and safety. Not all young people had medical consent available for staff to administer first aid, and non prescription remedies. Despite these minor shortfalls young people's physical and emotional health needs are actively promoted.

The overall quality rating is good.

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

Improvements since the last inspection

Since the last inspection a new manger has been appointed and the manager is currently in the process of submitting their application to become registered with Ofsted. Following the last inspection the home was asked to maintain an accurate record of restraints. However, a minor irregularity was identified in respect of recording, so another recommendation has been made in respect of this.

Helping children to be healthy

The provision is good.

Young people receive a varied, wholesome and nutritious diet that takes account of their individual needs and respective preferences in relation to foods. This ensures that young people enjoy the wide range of diverse foods provided for them. Staff offer young people good advise on healthy eating, and physical exercise is encouraged. Young people are involved in the development of the home's food menu, and are able to accompany staff food shopping and cook and prepare their own meals.

All young people are registered with local health services, for example, GPs, dentists and opticians. Young people also have access to therapists, to promote their emotional health.

Whilst young people have medical consent available for them, not all had consent for the administration of first aid and non prescription medication.

Staff are able to administer medication safely, in accordance with the home's policies and procedures. Medication whilst stored under lock and key, is not currently stored with additional security measures in mind. For example, the home's medication cabinet is not wall mounted to prevent medication being removed unnecessarily.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Young people's privacy is respected by staff. Young people are provided with their own separate bedrooms and information held about young people is treated confidentially. No complaints were raised by young people during this inspection, and none were recorded within the home's complaints records. Young people confirmed that they would know how to raise a complaint, if they needed to.

Young people's welfare and safety is promoted. Staff ensure that young people are kept safe from harm. Young people who absent themselves without authority are protected, as staff know how to report young people missing and implement the home's procedures and systems to promote their safe return.

Staff are trained to manage challenging behaviours safely and effectively. Sanctions used are rare. Praise, encouragement and reward are used effectively, to encourage socially acceptable behaviour. Bullying is not tolerated and young people confirm that bullying is not an issue for them to be concerned with.

Staffing levels ensure that young people are well supervised and young people receive good levels of personal support. Whilst records held in respect of sanctions and restraints are generally well recorded, it was noted that the duration of restraints are not consistently recorded to monitor the overall safety and effectiveness of such measures.

Health and safety matters are managed well. Fire evacuation tests and routine safety inspections are all undertaken to promote health and safety within the home. Young people are therefore protected from potential hazards.

Helping children achieve well and enjoy what they do

The provision is good.

Outcomes for young people are positive. Staff have a good understanding of young people's individual needs and provide young people with good levels of individual support. Good support is always available to young people where they require it. Young people spoken to were extremely positive about their experiences. They were also positive about their relationships with staff and the confidence these trusting relationships brought them. With staff's support young people are able to work through their emotional and behavioural problems.

The educational needs of young people are identified and educational plans are implemented to meet young people's assessed needs. Young people participate in the individual educational programmes catered for them. Education is actively promoted and work experience is sought

for young people to promote their life skills. The home works closely with the National Teaching Advisory Service to promote positive educational outcomes.

Helping children make a positive contribution

The provision is good.

The home is committed towards meeting the assessed needs of young people. Care planning documentation is detailed, and provides staff with clear instructions as to how to meet young people's individual needs. Young people's placement plans cover all of the matters required by the standards, and this includes proper consideration of young people's holistic needs, including needs arising from culture and religion.

Statutory reviews take place within the recommended timescales to ensure that young people have their needs reviewed effectively. Detailed reports, including assessments are provided by staff to inform placing authorities of young people's progress.

Young people are encouraged to attend their reviews, which provides them with good opportunities to influence important decisions made in respect them. In addition, the home also provides monthly summaries for young people's social workers. Staff actively encourage young people to maintain contact with their families and restrictions in contact are clearly understood.

Young people recognise the collective contribution of staff in supporting them. The interactions between young people and staff were observed to be positive, with young people relaxed and comfortable in the presence of staff. Young people are consulted about the daily operations of the home and their views are clearly considered and valued.

Achieving economic wellbeing

The provision is good.

The home is maintained to good quality standards. The home provides young people will a comfortable, well furnished, spacious home. Young people enjoy the accommodation provided for them, and confirm that the home is furnished and decorated to their liking.

The home comprises of a lounge, games room, kitchen, dinning area and utility room. Young people are provided with separate, well furnished bedrooms which they are able to personalise with their own belongings. Washing facilities provide young people with good facilities to wash independently and privately of others.

The property itself is set back within it's own grounds. Externally, the home has good facilities for young people to exercise with a spacious garden equipped with an outdoor trampoline and tree swing. The home's gardens are well tendered, with young people's safety, privacy and security all promoted.

Young people are actively encouraged to develop their self care and independent living skills, with extensive support provided by staff. Currently, none of the young people resident, are of an age where they are ready or required to begin work in preparation for their independence.

Organisation

The organisation is good.

The promotion of equality and diversity is good. There is a strong commitment amongst staff, towards ensuring the comprehensive needs of young people are individually met. Staff treat young people as unique individuals, and young people benefit from having equal opportunities provided for them. The composition of the staff team is diverse in terms of their age, gender and ethnicity and staff bring with them their own unique and valued experiences, which they are able to share with the young people.

The home has appointed a new manager and enhanced criminal records bureau checks have been taken out in respect in this position. Written references however remain outstanding to assess the managers overall suitability. Recruitment and selection procedures for staff were assessed during the home's previous inspection, where recruitment practices were observed to be thorough and compliant with the regulations and standards. This means staff are not permitted to work with children until their suitability has been robustly assessed.

There are sufficient numbers of staff employed to respond to young people's needs. Staff receive good training opportunities to enable them to develop their skills in providing residential care. The home's performance is regularly monitored to ensure the smooth operations of the home.

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
12	ensure the home's medication cabinet is wall mounted for additional security (Regualtion 21.1).	3 August 2009

Recommendations

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

- ensure each young person has signed written medical consent available for the administration of first aid and non prescription remedies (NMS 13.4)
- ensure the duration of restraints are routinely recorded (NMS 22.9).