

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 is a residential children's home owned and run by a charitable trust that has other children's residential services in the area. The home provides residential care for up to five young people, who have a physical and/or learning disability, who are placed by their own local authority.

The house is a five bedroom bungalow, in a residential area. There is a lounge, with satellite television, a dining area, computer, kitchen, and toilet and bathroom facilities. The garden has a soft play area and sensory features. All areas of this home are adapted for wheelchair use.

Summary

The overall quality rating is outstanding.

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. The home continues to provide an high level of care to young people, where they are well looked after. A very caring approach is presented by the staff and they have an excellent understanding of each young person's care needs.

Keeping young people safe from harm is given the upmost priority. There are strong and effective safeguarding practices in place to protect young people. There are a wide selection of communication systems and aides used specific for each young person. Each young person makes good use of these to inform the staff and make them aware of their feelings and choices. This focus and approach assists young people in developing good communication and coping skills, which in turn supports their ability to behaviour and respond in socially acceptable ways. The home environment is very well maintained. Robust systems exist for health and safety, which include frequent monitoring in all aspects of the service and care provided to promote the safety of young people.

Improvements since the last inspection

The service did not receive any actions or recommendations at the time of 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 outstanding.

The young people's welfare is promoted by staff, who give it significant importance to protect the young people from harm. The privacy of young people is given high priority. Staff demonstrate and can explain how this is achieved to meet the diverse needs of each young person. Support with personal care is provided to each young person in a dignified way. This ensures young people's privacy is respected. Records are securely stored and information confidentially handled.

A clear policy and procedure exists to deal with complaints made to the service. There is a detailed recording system to record all complaints, which includes the action taken and the outcome, along with other information. There are child-friendly formats which include pictorial symbols. Staff continue to explain the complaints procedure to young people on a regular basis. Having a number of formats, greatly assist the staff in establishing any complaint a young person may have and in responding effectively to resolve any issues. No complaints have been made since the last inspection.

Young people's welfare continues to be robustly promoted. All staff have basic and advanced child protection training and receive regular refresher training. The staff can verbalise the procedures to show they are clear about safeguarding procedures to follow where required. There is not bullying occurring in the home at this time. Staff are aware that bullying is not tolerated and this is in line with the homes policy. High staffing levels, allow the staff to monitor young people closely.

Young people benefit greatly from having a established staff team who have had time to get know young people well. This assists in implementing consistent care and clear routines. Supporting young people to achieve socially acceptable behaviour continues to be a key focus. Positive reinforcement is used. The staff use a number of approaches and these include, diverse communication systems and aides for individual young people along with frequent praise. Staff are very clear on how they support young people with their behaviour. They receive suitable training in this area which is annually refreshed to ensure safe practices are used. This encourages individual young people's appropriate behaviour. Young people continue to make excellent progress in this area.

The sanctions and restraint records have a format which enables the required information to be recorded. They also include a section for young people to record their views and responses. No sanctions or physical interventions have taken place

since the last inspection. Staff said that physical restraint is only used as a last resort to safeguard young people and others.

Excellent safety and security is provided to young people living at the home. Staff have a wealth of knowledge and understanding of the safety issues for each young person and how they should support them to keep them safe. Specific risk assessments are in place for each young person, the home and community activities. Frequent health and safety checks are undertaken by the manager and staff team on the building and equipment used within the home.

A fire risk assessment has been completed and reviewed on an annual basis. Weekly checks on the fire system take place. The staff receive appropriate fire safety training and fire instruction. The home undertakes monthly fire drills which exceeds the national minimum standards of four within a 12 month period. Staff can verbalise the procedures to follow in the event of a fire. Each young person has a evacuation procedure for staff to follow. Therefore, appropriate measures are in place to keep young people safe.

Staff recruitment files have not been checked on this inspection as these are held at the head office of the service. These will be checked on the next inspection.

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.