

Inspection report for children's home

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Inspection date	24 January 2010
Inspector	Anthony Kyem
Type of Inspection	Random

Date of last inspection	18 June 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 is registered to provide care and accommodation for up to six children and young people of either sex, aged between 11 and 17 years of age. The home is located close to local amenities and public transportation services. There are separate living facilities available for up to two young people aged 16 years and over, in preparation for their independent living.

Summary

This was an unannounced interim inspection. The purpose of the visit was used to assess the home's capacity to meet the actions and recommendations identified during the previous inspection. The outcome area for staying safe was also assessed.

Compliance with the actions and recommendations identified following the last inspection have been reported under the outcomes areas these relate to. Overall, the arrangements made to promote young people's welfare and safety are managed well. However, there are significant issues in relation to young people's privacy being potentially compromised, by having close circuit television (CCTV) installed and used within the home.

The overall quality rating is satisfactory.

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

Improvements since the last inspection

Young people are now registered with local health services to promote their health needs. All have written placement plans, which describe their needs in full, including needs associated with their culture and religion.

The home's Statement of Purpose includes the home's policy for dealing with emergency admissions. Complaints made by young people are now investigated within acceptable timescales and most complaints have a satisfactory outcome recorded. Staff have obtained consent for them to administer first aid and non prescription medication.

Helping children to be healthy

The provision is not judged.

Whilst the outcome area for being healthy was not judged on this occasion, an action and a recommendation were previously identified. Both matters have been addressed successfully by the home. To ensure young people's health needs are promoted, all are registered with local health services and have consent for the administration of first aid and homely remedies.

Protecting children from harm or neglect and helping them stay safe

The provision is satisfactory.

Young people have their own separate bedrooms and their private records are securely stored to promote confidentiality. However, the home has recently installed a camera surveillance system, which both young people and staff, are opposed to. Both believe the location of internal cameras are invasive, unnecessary and intrusive.

The views of young people and staff have not been considered in respect of this issue. This has subsequently led to young people making complaints, which have yet to be resolved.

Externally, no issues were identified with the surveillance system use, as it offers young people and staff, security from potential intruders. However, by having monitoring devices within the home, it raises serious questions about the cameras intended use and purpose.

There is no evidence of staff, young people, their families or placing authorities giving consent to the surveillance systems now in use. This has not been made explicitly clear within the home's Statement of Purpose. As previously mentioned, some young people have complained about this issue, although none have objected to the camera's being used to monitor the external premises.

Staff know how to follow the home's procedures for dealing with complaints, safeguarding matters, bullying and unauthorised absence. No issues to do with bullying were identified. Young people who absent themselves without authority are protected by staff, who initiate the home's procedures to promote their safe return. There are no safeguarding issues, or issues to do with young people placing themselves at risk of significant harm.

Staff receive appropriate training to enable them to protect young people from harm, abuse and exploitation. However, not all staff are currently trained in behaviour management. Permissible forms of control are used appropriately and within the constraints of professional boundaries. Minor irregularities were identified with one restraint record as the duration, signature and names of staff involved, were not recorded.

Health and safety systems are managed well and this ensures young people are well protected from potential hazards within the home. Electrical appliances and the home's fire fighting equipment are all annually serviced to promote health and safety. Fire tests are routinely undertaken and suitable arrangements are made for checking the home's fire detection systems work properly.

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.

The outcome area for positive contribution was not assessed on this occasion. However, one action and a recommendation were made in respect of young people's placement plans. Young people now have placement plans, which reflect their individual needs for support. Their cultural and religious needs are now recorded, to ensure their needs are met comprehensively.

Achieving economic wellbeing

The provision is not judged.

Organisation

The organisation is not judged.

The outcome area for organisation was not assessed on this occasion. One action was made in relation to the contents of the home's Statement of Purpose. The statement now includes information for staff, on the process for dealing with emergency admissions. However, there is no reference to the home using any electrical means of surveillance, as was identified during this visit.

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
9	ensure that no means of electronic devices are used for the surveillance of children except for the purposes of safeguarding and promoting their welfare (Regulation 22. a, b, c, d)	26 February 2010
9	ensure that where camera surveillance systems are used then all of the criteria specified within Regulation 22 are met (Regulation 22. a, b, c, d).	26 February 2010

Recommendations

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

- ensure all staff are trained in the use of restraint (NMS 22)
- ensure restraint records include all of the required information specified within the standards (NMS 22.9).