

Inspection report for children's home

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Inspection date	11/09/2012
Inspector	Seka Graovac
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	22/05/2012
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Service information

Brief description of the service

The home is owned by a private provider and is a family-run business. The Registered Manager is also the registered provider. The home provides care, support and accommodation for five young people, with emotional or behavioural difficulties. Emergency/ crises placements are accepted and short-term respite care can be arranged.

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Progress

Since their previous inspection the service is judged to be making **satisfactory progress**.

The home had a full inspection in May 2012. The overall effectiveness and each individual aspect of the service looked at, were judged to be good. No requirements or recommendations were made.

The home has attracted a high number of new referrals, since the last inspection. This demonstrates the placing authorities' confidence in the quality of the service and the value for money that it provides. Operating at almost full capacity has a positive impact on the home's financial viability.

Management can clearly demonstrate a robust admission procedure. Comprehensive information is gathered at the point of referral and young people, their families and social workers are invited to visit the home. Working within a tight risk assessment framework, the management carefully considers the needs of young people including

the needs of those young people who already live in the home, before any admissions are agreed.

Young people who currently live in the home have settled well and are satisfied with the service. They have made no complaints and expressed having no concerns. They feel respected and know that their views count. For example, on a young person's request, their key worker has been changed. This was done to support better their interest in physical exercise that they shared more enthusiastically with their new key worker.

Specialist health professionals visit the home to promote healthy living and increase young people's awareness of risks to their health; for example, the impact of drugs. Some young people have started to engage with this service by asking questions and showing interest to know more. Working closely with the placing authorities, staff continue to proactively promote young people's learning and educational achievements.

Perhaps the biggest achievement that has been achieved in the recent months is that the young people are engaging less in risky behaviours. For example, a young person who used to be missing from their previous placements frequently and for prolonged periods of time is now absconding less. They have never stayed out overnight, since living in this home. Management is highly committed to protecting young people from being over-criminalised and helping them to achieve greater integration within the society.

Since the last inspection, there have been two significant incidents that involved the police. Although the management was able to provide additional information indicating that the appropriate actions were taken by the home, the actual records of these incidents are not comprehensive and do not show the full picture in one place.

The process for notifying Ofsted is not well managed. The home has failed to inform Ofsted of these incidents. Therefore, Ofsted has not had an opportunity to assess the actions taken by the home, nearer the time when these incidents have happened.

All directors are involved in the delivery of the service and work directly with young people. From that point of view, they know the service provision very well and monitor it closely. They conducted the last review of the quality of the service in April 2012 and the next one is due, shortly. While the actual care provided to young people remains very effective at securing positive outcomes for them, the home's record keeping is not of the same, high quality. Another issue with record keeping that has been identified at this visit relate to the home's register of admissions and discharges. This record does not include all required information.

Management remains highly committed to providing a service that focuses firmly on young people's needs. Directors see the main progress that the service has made in the recent months, in terms of having achieved positive outcomes for young people. The service has continued to be effective at helping young people to have better

lives. All three young people who have been discharged from the home since the last Ofsted visit have been successfully reunited with their families.

Areas for 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 person(s) must comply with the given timescales.

Reg.	Requirement	Due date
29 (2001)	maintain the records specified in Schedule 4 including a record in the form of a register in respect of each child accommodated in the home that includes all required information (Regulation 29.1 Schedule 4.1)	18/09/2012
30 (2001)	notify Ofsted without delay and in writing if any of the events listed in column 1 of the table in Schedule 5 takes place including any serious incident necessitating calling the police to the home. (Regulation 30.1.3 Schedule 5)	12/09/2012

Recommendations

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

- implement a more effective system to monitor the quality and adequacy of record keeping and take action when needed. (NMS 22.1)

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 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection (March 2011)*.