

Inspection report for Children's Home

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Inspection date	03/03/2011
Inspector	Muhammed Harunur Rashid
Type of inspection	Random

Date of last inspection	17/06/2010
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You can obtain copies of The Children Act 2004, Every Child Matters and The National Minimum Standards for Children's Services from: The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

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 children's home provides short-term care for up to six children primarily with physical disabilities and/or learning disabilities, from birth to 17 years of age. The home is located on a multi-purpose site and operated by a large charitable organisation managed by a Board of Trustees.

The facilities are set in single level, purpose-built accommodation. There are six single occupancy bedrooms available. There is a communal lounge and dining area, and a soft play area available, as well as decking and garden space for use by the children. The facilities have been designed with the specific needs of the children in mind.

Some parking is available a short distance away from the home. However, a driveway with a turnaround point allows safe access to the home for children arriving and leaving.

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 which looked at the outcome area of staying safe. Being healthy, enjoying and achieving, positive contribution, economic well-being and organisation were not assessed in this inspection. One action has been raised as a result of this interim inspection; this is linked to including Ofsted name, address and contact number in the complaint procedure.

Improvements since the last inspection

There were no actions and recommendations at the last inspection dated 17/06/2010.

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.

Children live in a stable and safe environment. The living arrangements provide space where they can relax and find privacy away from others if they wish. The privacy of children is respected. Staff are sensitive to gender issues when dealing with children of the opposite sex. Staff receive appropriate moving and handling training to ensure that they can safely transfer children. Staff understand the need to treat information in a sensitive manner which includes an awareness of when information needs to be passed on to protect children.

The home has not received any complaints recently. However, an appropriate complaint policy and procedure is in place and the procedure is made accessible by being displayed in the home. Staff also developed a complaints form for children that uses pictures and symbols. This is given to parents when their child first starts using the service so that they have a copy should they need it. Parents are aware that they can approach staff if they have any concerns. There is also an open atmosphere within the home that facilitates this. Staff build positive relationships with parents and carers which also supports good communication and promotes early resolution of any concerns. However, the complaint procedure does not include the name, contact address and telephone number of Ofsted.

Staff protect children through their knowledge and understanding of safeguarding and anti-bullying issues and by following robust procedures. All staff and volunteers attend safeguarding training to ensure that they are aware of their responsibilities with regard to protecting the welfare of children and reporting any concerns that they may have. Incidents of bullying are very rare. There are high staffing levels within the service and relationships between children are closely monitored. Any incidents that do occur between children are usually as a result of challenging behaviour rather than bullying. Close supervision of children ensures that any impact of challenging behaviour is minimised.

It is unlikely that a child will go missing from care due to the high levels of supervision in place. However, the home has an appropriate policy in place for dealing with unauthorised absence from care.

Staff are very well-supported and encouraged through the provision of appropriate training, such as managing behaviour positively. Staff effectively manage challenging behaviour in a calm and professional manner. Each child's care plan includes detailed information regarding any difficult behaviours. This includes triggers for these behaviours and any action staff should take to reduce incidents and minimise the impact of behaviour. This information is regularly reviewed and updated to reflect any changes in the needs of children. Staff are able to respond promptly to any signs of distress or deterioration in behaviour. This limits the impact of any difficult behaviour on other children and staff.

Staff have attended health and safety training. Staff induction comprehensively cover

health and safety issues. There are robust systems in place to ensure that the environment is safe and secure for children at all times. The maintenance officer carries out weekly fire alarm testing and regular fire drills. Detailed accident records are maintained and an accident analysis is completed by the head of the service. Monthly health and safety inspections of the service are also carried out. These include the monitoring of incident reports, notifications and medication systems as well as the environment.

Staff are recruited according to the robust policy of the organisation which ensures that children are protected. The human resources department ensures that all necessary documents including enhanced Criminal Records Bureau disclosure certificates are obtained prior to the appointment of staff.

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/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

Std.	Action	Due date
16	include the name, address and telephone number of Ofsted in the complaint procedure. (Regulation 24)	31/03/2011