

Inspection report for children's home

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| <b>Unique reference number</b> | SC014235        |
| <b>Inspection date</b>         | 12 January 2010 |
| <b>Inspector</b>               | Gaynor Moorey   |
| <b>Type of Inspection</b>      | Random          |

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| <b>Date of last inspection</b> | 22 July 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 can accommodate up to seven young people aged from five to 14 years. The home is located in a large detached house. Each young person has their own bedroom on the first floor of the premises; five of these rooms have en-suite facilities. Communal rooms include a large lounge with adjoining conservatory, dining room, play room, extra playroom and a domestic style kitchen. The home also has a large, well maintained garden.

### **Summary**

This unannounced random inspection took place on a weekday. The purpose of the inspection was to undertake a full review encompassing all the key national minimum standards.

The manager and the experienced staff team continue to provide an outstanding standard of care. The home tries to ensure the safety of the children through comprehensive and clear guidance, policies and procedures. The home provides the children with excellent emotional support.

The overall quality rating is outstanding.

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

### **Improvements since the last inspection**

The home received no recommendations or actions at 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.

Staff ensure that children's confidentiality and privacy are respected and safeguarded, by knocking on bedroom doors and making and receiving telephone calls in private. The home also take into consideration the differing needs for privacy of the older children. Confidential information relating to each young person is kept in an appropriate locked facility. All information is contained in the office/sleeping-in room. Staff receive guidance on the confidentiality of information.

Policies and procedures are in place to safeguard and promote the children's welfare. Due to effective communication, attentive staff and close supervision, complaints are dealt with effectively and appropriately. Staff enable children to make complaints. This is evidenced within the complaints log. The home also log any issues that potentially could become complaints. By the use of one-to-one sessions and residents' meetings, staff are proactive in seeking out the views and concerns of children.

Staff receive child protection training within their induction programme and subsequent refresher courses during their employment in order to have clear insight into dealing with such issues. The home has a clear policy when dealing with child protection which includes up-to-date safeguarding guidance. There have been no child protection incidents since the last inspection.

The home operates a policy of zero tolerance toward bullying and the children are made aware of the guidance on admission. If bullying does occur, staff at the home deal with issues in an appropriate manner. The children have behaviour management plans which look at any potential issues related to bullying behaviour. Behaviour management plans change to fit the specific needs of each child and evidence supports this.

There is a policy and procedure for reporting children who are absent without authority. Records of absconding show no increase in the number of incidents. There has only been one incident since the last inspection. Staff are provided with clear guidance to address such situations, with robust risk assessments in place to highlight any risks the children may pose to themselves or others.

Records examined indicated that serious incidents are reported as required by regulation. The manager confirmed that serious incidents are investigated and they also involve other agencies. There has been one significant incident since the last inspection, of which all appropriate agencies were notified.

All sanctions are recorded in a dedicated book and also in the main file. The sanctions given are permissible and generally relate to reparation, loss of some pocket money for damages and early bedtimes.

All staff receive training in the use of physical restraint. The home has a policy which offers guidance to staff in regard to behaviour management and restraint. The children have risk assessments in place to look at any risky behaviour, these are contained within their behaviour management plans. Clear adaptations to behaviour management can be evidenced where there are changes in children's behaviour. Staff encourage acceptable behaviour and restraint records show that staff respond appropriately in managing these situations. Staff support children with their behaviour through daily forums where they can talk in one-to-one sessions or group meetings. The amount of restraint used in the home has decreased since the last inspection.

Areas of potential risk for the young people are assessed and the young people are safeguarded where possible from harm. The home has documentation related to risk assessing activities, holidays, fire risk and the environment. Records demonstrate that the home's fire alarm system is tested regularly and evacuation exercises carried out. Clear systems are in place and checks could be seen from outside agencies and from the home's monitoring systems.

Staff records seen at the head office for new staff employed since the last inspection indicate that staff are subject to a comprehensive recruitment process. Such records show that all required checks are completed prior to staff working with the children. Agency staff are vetted by their agency and details forwarded to the home.

### **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 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 |
|----------|--------|----------|
|----------|--------|----------|

## Recommendations

There are no recommendations.