

Inspection report for Children's Home

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Inspection date	27/01/2011
Inspector	Gaynor Moorey
Type of inspection	Random

Date of last inspection	01/06/2010
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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

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

The overall quality rating is outstanding.

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

This unannounced random inspection took place on a weekday. The purpose of the inspection was to undertake a review of staying safe and of the recommendations made following the last inspection.

The manager and the experienced staff team continue to provide an outstanding standard of care. The home endeavours to ensure the safety of the children through excellent, comprehensive and clear guidance, policies and procedures. The home is maintained to a good level, providing a homely environment for the children to live in. The staff are supported by an experienced manager and excellent comprehensive systems that include supervision and training.

Improvements since the last inspection

At the last inspection the home received two recommendations one related to levels of staff supervision and frequency. This has been met with a new system and staff are receiving supervision on a monthly basis. The other recommendation related to the home being maintained to good order throughout the house. Since the home was last inspected the home has undergone some renovation and decoration which has improved the overall look of the service.

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 is respected and safeguarded, by knocking on bedroom doors before entering and ensuring that the children can make telephone calls in private. Records held at the home are appropriately and securely stored. Information is handled in a sensitive manner and all staff members and visiting professionals are aware of issues surrounding confidentiality and are respectful of children's rights. Children confirm that they trust the staff and can talk to them about and issues in private.

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. The complaints system in the home ensures children are listened to and given a response in a timely manner. There have been no complaints since the last inspection. Children are confident staff in the home take complaints seriously and feel they can discuss issues with staff or bring them to the daily meeting.

Staff understand their responsibilities in relation to safeguarding and manage disclosures or allegations in a professional manner; this ensures that the children are protected from abuse both in the home and the wider community. Staff work hard to develop relationships with the children which is a particular strength of the home; this enables the children to make disclosures from their past and talk about their future. Children confirm they can speak to the staff about anything and know staff will help them. Since the last inspection there have been three safeguarding issues each have been of a different nature but have been dealt with professionally by the staff and management at the home.

The home operates a policy of zero tolerance toward bullying and the children are made aware of the guidance on admission. All staff are vigilant with regard to relationships within the home. High supervision levels mean there limited opportunities for bullying or inappropriate relationships to develop. The children have behaviour management plans which look at any potential issues related to bullying behaviour. Staff work very hard with both those who are bullied and those who bully to ensure positive outcomes for all children. Children are confident staff will take action to keep them safe.

There is a clear and comprehensive policy and procedure for reporting children who are absent without authority. Records of absconding show no increase in the number of incidents. There have been no incidents of absconding 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.

The manager confirmed that serious incidents are investigated and they also involve other agencies. There has been three significant incidents since the last inspection,

of which all appropriate agencies were notified.

The level of sanctions being given has risen but is not excessive and the children feel they are fair. 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. Staff use a behaviour management system to encourage and reinforce appropriate behaviour. Staff encourage positive behaviour, although restraint and incident records show an increase of use within the home, staff do respond appropriately in managing these situations. Staff support children with their behaviour through one to one sessions and daily group meetings.

Children live in a very safe environment. This is achieved because the home's fire alarm system is tested regularly and evacuations are undertaken on a regular basis. Safety is further enhanced by the clear and effective systems such as risk assessments and checks from outside agencies and from the home's very effective monitoring systems. The home has a process in place for checking all visitors to the home.

A comprehensive recruitment process is in place. Records show all required checks take place, including those for agency staff. The monitoring of any visitors is thorough. This ensures children are protected from potentially unsuitable people.

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.