

Inspection report for Children's Home

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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

A private company owns and operates this children's home. It is registered to accommodate three children of either sex aged from 10 years to 17 years at any one time who have emotional and or behavioural difficulties.

The setting is a detached house. On the lower floor are two young people's bedrooms, bathroom, laundry room, the education room and two staff sleeping-in rooms. The upper floor consists of the staff office, a lounge, kitchen with dining area, toilet and a young person's bedroom. The garden is of a good size.

Three young people currently live in this home of whom two were present during the inspection but did not participate in the inspection.

Summary

The overall quality rating is good.

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

This very short notice announced inspection looked at the progress the setting has made with the recommendations made at the last inspection. These related to fire doors, education attendance levels and documentation of electronic surveillance. The provision has taken appropriate action to resolve these recommendations.

Being Healthy, Enjoying and Achieving, Positive Contribution, Economic Wellbeing and Organisation were not looked at during this inspection.

The setting continues to ensure young people are safeguarded as a result of excellent policies and procedures, high standard staff training and competent staff practices. Behaviour management is sound, although behaviours are challenging at times, with a clear focus on positive intervention and de escalation techniques. Health and safety procedures are robust with all records of a high standard. The staff work closely with young people to give them skills to keep themselves safe when out in the community. Young people are protected by robust recruitment processes into which they have input.

Improvements since the last inspection

At the last inspection the manager was asked to ensure that fire safety was not compromised by the fire doors being left open, review strategies in place to ensure prompt and regular attendance at school, and ensure that there is information regarding the use of electronic surveillance in the young people's guide and Statement of Purpose. The registered person has taken appropriate action to ensure all fire doors are fitted with devices that ensure fire doors open when the fire alarm

sounds. Reviews of individual school attendance levels and much work to engage young people in education continues to take place with improving outcomes seen. Information relating to the use of electronic surveillance is clearly written in the young person's guide and Statement of Purpose.

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 give a high regard to privacy and for maintaining levels of confidentiality. Young people have areas in the home where they can spend time on their own if they wish. Files and sensitive information are kept securely and in locked cabinets. There are robust procedures if a room search has to be carried out with close monitoring from the manager.

Young people and staff have access to a robust complaints procedure. The right of a young person to complain is made clear to them on admission. Current young people are comfortable in voicing their opinions or issues, and are able to voice these concerns at house meetings, key worker sessions or through a more formal route, the complaints procedure. The organisation responds in a professional and timely manner to all complaints.

The home has very clear procedures for responding to child protection and safeguarding concerns. All child protection incidents are well recorded, including the actions taken. Staff are aware of how to report incidents to the local authority and there are good and effective working arrangements in place. Policies regarding child protection are updated annually and a copy of the local authority procedures is kept in the home. All staff receive regular training in child protection. The practice in the setting is underpinned by the senior members of staff in the organisation providing support to managers and staff. The commitment, communication and awareness showed by the organisation in protecting young people is excellent.

Bullying is taken seriously with behaviour management plans in place that provide clear guidance for staff. The response and approach to bullying is made clear to young people on admission and during key worker sessions and house meetings. Staff are very aware of group dynamics in the home and manage young people's interactions very well. Recent strategies to reduce the potential for bullying to occur include high staff levels and external professionals visiting the home to discuss bullying with the young people.

Each young person has clear written information for staff to follow if they go missing or leave the home without permission. There is clear guidance as to whether it is an

authorised or unauthorised absence that works in conjunction with local police protocols. Records show a recent decrease in the number of unauthorised absences due to improved trust and very good relationships having been built between staff and young people. Close communication with the local police and consistency of staff practice enable the whereabouts of young people to be identified. All incidents are robustly monitored and all young people receive support on return.

Each young person has a behaviour management plan in place. These outline what support they need in achieving positive behaviour, what may distress them and what agreed reward and sanctions are in place. The manager closely monitors practice and records relating to sanctions and physical interventions. The number of sanctions given is low. The number of physical interventions carried out has decreased in the month. Staff practice in dealing with challenging behaviour is of a high standard. Behaviour management is based on active encouragement and acceptable behaviour. Staff work hard to gain positive relationships with young people and provide a warm and caring environment where young people feel at ease to express themselves with the knowledge that staff are supportive. This can take time for new young people taking into account their previous life experiences.

The home has a comprehensive health and safety policy in place. All checks relating to fire, gas and electrical appliances are carried out regularly. All young people and staff are given fire safety instruction with records kept.

The organisation has a thorough recruitment process that ensures all necessary checks are completed prior to a member of staff starting work. Young people are actively involved in the recruitment process and are encouraged to give feedback to the recruitment panel carrying out the formal interviews, after they have met the potential members of staff. The vetting of visitors is robust with records kept.

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.