

Inspection report for children's home

Unique reference number	SC015264
Inspection date	23 March 2010
Inspector	Helen Walker
Type of Inspection	Random

Date of last inspection	17 February 2010
--------------------------------	------------------

© Crown copyright 2010

Website: www.ofsted.gov.uk

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

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 Cripins, 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 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

This home is registered to provide care and accommodation for up to nine boys aged from 10 years to 17 years old.

This is a children's home which specialises in offering long-term placements to boys. The home is set in its own grounds in a country village. Ground floor accommodation comprises of two lounges, a dining room, kitchen, utility room and games room. First floor accommodation comprises of bedroom and bathroom areas. The home has an independent special school on site. There is good access to local health and leisure services and the home has its own transport. There is an enclosed garden to the side of the house and parking to the front and rear.

Six young people currently live at the home. Some of the young people talked to the inspector.

Summary

The purpose of this unannounced interim inspection was to follow up on recommendations made at the last inspection and to assess key standards under the outcome area of staying safe.

The home continues to provide a good level of care to young people. The recommendations made at the last inspection are commented on in the improvement section of this report.

Safeguarding systems promote the wellbeing of the young people. Young people's good behaviour is encouraged and managed positively. There is a strong ethos in the home to promote good manners, courteous behaviour and respect.

Young people said they feel safe living here and that the staff look after them well. Effective systems in the home help to ensure risk is well managed and the environment is kept safe.

One recommendation is carried over from the last inspection. This refers to the home having a minimum of 80% of care staff with a relevant childcare qualification. The provider supports staff with a programme of ongoing training to enable them to achieve the qualification.

The overall quality rating is good.

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

Improvements since the last inspection

At the last inspection, the provider was asked to maintain appropriate written records of complaints. This has now been addressed and suitable records are now in place so that full details of complaints and outcomes are noted.

A recommendation made in respect of staff qualifications has yet to be achieved. However, the home has an ongoing programme of training in place, to enable staff to obtain the appropriate childcare qualification.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Young people's privacy and confidentiality in the home is well regarded. Young people confirm staff knock on their bedroom doors before entering which respects their personal space. Locks are not fitted to bedroom doors in line with the philosophy of a family home and young people agree with this arrangement.

The home's complaints procedure is known to the young people and gives them the opportunity to raise any issues they are unhappy with. Young people said staff listen to them and they feel able to talk to them. In addition to the more formal complaints record, the young people have child-friendly forms known as 'grumble' forms on which to write their complaint. No complaints have been made since the last inspection.

Staff have a very good understanding about keeping young people safe from harm and they know how to respond in the event of any allegation or serious concern about a young person's safety. Staff receive training and are familiar with safeguarding guidance, which assists them to care for and to promote the welfare of young people. Young people said they feel safe living here, staff look after them well and 'they don't shout'.

Young people are made aware that bullying is not tolerated in the home. At this time young people say there is no bullying and they have signed the 'Chartwell charter' which is about them understanding bullying is unacceptable and respecting others. There are no issues with regard to young people missing from the home. However, should this happen, staff know and follow the home's procedures in relation to this.

Young people are encouraged to develop appropriate and acceptable behaviours. Staff promote a positive culture within the house which includes rewards and incentives for young people. There is a really strong emphasis on celebrating achievements and an ethos of respect in a home where young people are proud of their successes. For example, sporting achievements within the local community are fully recognised.

Staff receive support and training to assist them to deal properly with challenging behaviour. Staff talk very positively about their work with the young people. Few physical interventions and sanctions indicate they are skilful on resolving issues before behaviour escalates. Although staff record full information about disciplinary measures, the records do not always show that carers and the placing authority have been updated about these matters.

The home environment is well-maintained and systems are in place to ensure health and safety checks are carried out.

Thorough recruitment and employment procedures are in place which helps to confirm staff are suitable to work with young 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.

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

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

- ensure a minimum of 80% of care staff have the appropriate NVQ level 3 care award or equivalent qualification. (NMS 29.5)