

Inspection report for Children's Home

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Inspector	Diana Waters
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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 children's home is registered to accommodate up to four young people aged 10 to 18 years. The detached home is situated in a residential area near the city centre. It is close to local community facilities and the city centre is accessible by bus.

Three young people were living here at the time of this inspection, and the inspector met with all three individually.

Summary

The overall quality rating is outstanding.

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

This interim inspection was announced shortly beforehand to ensure the home would be open when the inspector arrived and young people would be present. The focus of the inspection was to inspect the outcome area staying safe. As this was not a full inspection of the key National Minimum Standards for children's homes, the overall and individual quality ratings reported here are as per the previous key inspection in July 2010. The home continues to provide a excellent service to the young people who live there. One additional recommendation is made to ensure recruitment records reflect the work undertaken to verify why previous work with children has ended.

Improvements since the last inspection

At the last inspection in July 2010 there was one recommendation to ensure the shower room is refurbished. This has not been completed and the recommendation is repeated.

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.

Young people's privacy is respected and their information is confidentially handled. A recent breach by the placing authority was appropriately addressed and resolved to the satisfaction of the young person involved. All young people have their own

bedrooms and comprehensive policies and procedures are in place to promote privacy and confidentiality. Staff show sensitivity when working with young people, respect and affection are evident and good manners are reinforced. Young people know how to access their records and are able to contribute to their own records.

Young people are familiar with the complaints procedure within the home and know how to raise concerns. Formal complaints are rare and young people are encouraged to discuss their feelings and resolve difficulties quickly. Young people are supported to report external concerns and complaints and the service effectively helps young people to express their views to the appropriate people.

Safeguarding policies and procedures are in place to help protect young people. There is clear guidance for staff and an appropriate response is made to any allegation or suspicion of abuse. Young people continue to report they feel well cared for and show awareness of their own safety.

Bullying is not reported to be a problem. Staff remain alert to the possibility of bullying and address issues promptly.

Young people are very rarely absent without permission and are protected in line with written policy and procedures. Young people keep in contact via their mobile phones and readily advise staff if they are delayed.

Young people are assisted to develop socially acceptable behaviour. Staff build warm relationships with young people and use positive reinforcement to promote self-esteem and promote positive behaviour. Reflection time is the usual sanction for minor misdemeanours and discussion is encouraged to understand difficulties that arise.

The home is well maintained and young people live in a safe and homely environment. Regular safety tests are carried out and comprehensive risk assessments are in place and reviewed appropriately.

Young people are protected by policies, procedures and guidance for vetting staff and visitors. Recruitment of the right individual for the job is a high priority. Recent staff recruitment records included the information required, except comprehensive verification of why previous work had ended, while the registered individual confirmed this information had been requested it was not found on the file. A recommendation is made regarding this.

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?

Recommendations

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

- ensure recruitment records reflect the work undertaken to verify why previous work with children has ended.(NMS 27)
- ensure that the shower room is refurbished. (NMS 24)