

Inspection report for Children's Home

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Inspector	Russell Shackford
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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 Crispins, 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 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

This service is a children's home. It provides up to four placements to young people aged 11 to 17 years. It is near to the bus route servicing local villages and the local town centre, which is approximately five miles away. In the local community there are shops, schools, health, leisure and employment facilities.

Summary

The overall quality rating is outstanding.

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

This was an unannounced interim inspection to check on key standards and related regulations under the Every Child Matters outcome group of staying safe. This is an outstanding service. Young people's privacy is respected and complaints are well handled. Good policies and a meticulous approach to practice promoting and protecting young people's welfare is an area of outstanding strength.

Behaviour management is very good. Staff demonstrate a good awareness of the risks to the young people during their known and likely activities. Written risk assessments provide clear detail of the action required to minimise the identified risks and comprehensively promote young people's safety.

All staff are trained in appropriate safety subjects including fire safety, complaints, child protection and physical restraint. Good policies and procedures help to protect young people's physical safety in the event of a fire at the home. Robust staff recruitment policies and checks ensure that people are suitable to work with young people at the home.

Improvements since the last inspection

There were no actions or recommendations made 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.

Each young person has their own bedroom and a key to lock the door if they wish to. Lockable storage boxes provide a private and secure place to store treasured possessions. Staff demonstrate a very good understanding of facilitating privacy for the young people. This is done very sensitively and safely. Details about young people's care is recorded and stored appropriately to maintain good levels of confidentiality. Washing and toilet facilities have good locks to maintain privacy in a safe manner. Young people have access to a private telephone which is free to use for reasonable periods. Therefore privacy is well respected in all aspects.

Strong measures are in place to receive and act upon any complaints. All staff have received training on complaints, to ensure that they know what to do if there is a complaint about the service. The young people know how to make a complaint. Staff have explained the procedure and there is also information in the resource room and young people's guide about how to complain. Staff are sensitive to young people's behaviour which may indicate that they are unhappy. The young people also have the support of an independent advocate who visits. The complaints records contain the required details. Therefore, complaints are well handled.

The young people's welfare is significantly enhanced by the organisation's meticulous approach to child protection. The manager and staff have received child protection training and additional online exploitation training supports this. The provider has a good safeguarding procedure for staff to follow, in the event of any allegation or suspicion of abuse. Staff demonstrate excellent knowledge and understanding of the safeguarding procedures to promote and protect the young people's safety. There are good links with the Local Safeguarding Children Board and other child protection agencies. All staff have received anti-bullying and awareness training. All significant events at the home have been notified to the relevant authorities including Ofsted. Therefore, the welfare of young people is very well promoted. They are protected from abuse, bullying and unauthorised absence. A robust response is made to any allegation or suspicion of abuse. This is an area of outstanding strength.

Sanctions are both imaginative and relevant and they reflect the age and understanding of the young people. They are reviewed regularly for effectiveness. Physical restraint is rarely used to manage behaviour. Staff are trained in the provider's policy and authorised techniques. The training is designed and delivered in a manner that ensures that as much as possible, incidents are managed without the use of physical intervention. Positive handling plans support this. They contain good, individualised details for staff to follow when managing young people's behaviour.

Consistently high quality written risk assessments are recorded to enable staff to know what action to take to minimise the risk to each young person during their known and likely activities. These are reviewed regularly. The manager takes a very proactive approach to managing risks, ensuring that staff practice and the home environment are as safe as possible. Staff talk in a determined manner about their

commitment to ensuring that each young person's welfare is safeguarded. They use local knowledge and contacts to support their efforts. Other agencies are used to support and complement the work of the staff. There is very good evidence that this collaborative approach to minimising risks results in very good outcomes for young people. This is an area of outstanding strength.

All staff, regular visitors and young people have been involved in regular fire drills. All staff working at the home have received up-to-date fire safety training, to enable them to minimise the risks to young people in the event of a fire at the home. The fire safety check records are up to date and accurate. Therefore, young people's physical safety from fire in the home is well protected.

All staff have been appropriately recruited and undergone suitable Criminal Records Bureau checks. The manager has undertaken safer recruitment training to help ensure that 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.