

Inspection report for children's home

Unique reference number	SC019441
Inspection date	20 August 2009
Inspector	Muhammed Harunur Rashid
Type of Inspection	Key

Date of last inspection	9 March 2009
--------------------------------	--------------

© Crown copyright 2009

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

The Children's home is run by a registered charity. This is a large one-storey building specially designed for use as a children's home and day care centre, offering up to five respite care places for children with learning disabilities who may also have physical disabilities, plus day care for up to five children of both genders, with severe learning disability who may have an associated physical disability. The service is offered on a planned basis over a yearly cycle for up to 65 children who are accommodated between one and 21 days at a time.

Summary

At this unannounced full inspection, all the key National Minimum Standards were inspected.

This is a good service with one outstanding outcome. Children and young people's welfare is enhanced by the good relationships that exist between staff, children and young people. Children and young people are encouraged to eat healthily. They live in a safe environment. The home works closely with a wide range of outside agencies in order to meet the full range of children's and young people's needs. Children and young people receive individualised support. Staff are well supported by the Registered Manager who has commitment to promoting the welfare of children and young people and focusing on improvement.

At the time of the inspection the home was accommodating five children and young people. Two young persons participated in the inspection.

The overall quality rating is good.

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

Improvements since the last inspection

There were no actions or recommendations made at the last inspection.

Helping children to be healthy

The provision is good.

Children and young people are provided with varied, balanced and nutritious meals. Staff are aware of the dietary needs of children and young people. Staff have knowledge of disabled children and young people's difficulties with eating and work closely with health professionals for advice and support. Staff are provided with training for administration of gastrostomy feeding to disabled children and young people who require this. However, all staff have not received competency certificates from health professionals to evidence their competency.

Children and young people's health care needs are well met. Children and young people's health care needs are identified and individual health care plans are in place. The home works closely with the local health services which enable children and young people to get access to their services. This also offers opportunities for staff to get access to various training to develop their knowledge and skills in order to meet children and young people's complex health care needs.

The home has an appropriate medication administration policy and staff adhere to this. Staff are provided with medication administration training. Two staff administer medications to

children and young people. They maintain records of medication administered to children and young people. Medications are safely stored. A number of first aid boxes are provided in the home. Staff have attended first aid training.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Children and young people's privacy and confidentiality is promoted by the policy in place, the practice of staff and through the secure storage of children and young people's records. Children and young people are provided with single bedroom accommodation and a sufficient number of bathrooms and toilets are available. Information regarding children and young people and staff are kept in locked cabinets.

An appropriate complaint policy and procedure is in place. The home also developed a complaint procedure in a pictorial format for children and young people who are non-verbal. Staff maintain a complaint log book and keep records of all complaints received and how these are investigated within timescale. Young people spoken to know what to do should they have a complaint and follow agreed procedures.

Children and young people are safeguarded through staff's knowledge and understanding of child protection and anti-bullying issues and through robust procedures in place which are followed by staff. The home has an appropriate policy and procedure in place for dealing with unauthorised absence from care. However, evidence shows that no child or young person has absconded from the home recently.

Staff are provided with training and guidance on how to work with children and young people who have challenging behaviour. The home imposes sanctions for children and young people's unacceptable behaviour and applies restraint as a last resort. Staff maintain appropriate records of all sanctions and restraints that take place.

Staff take appropriate steps to keep children, young people, visitors and themselves safe from risk of fire and other hazards. Staff have attended health and safety training. A risk assessment of the premises is in place, regular fire alarm testing and fire drills are undertaken. A current gas, electric and hoist test certificates were available for inspection. A valid employer's liability insurance certificate is displayed.

Staff are recruited according to the policy of the organisation. The Human Resources department ensures that all necessary documents including enhanced Criminal Records Bureau disclosure certificates are obtained prior to the appointment of staff.

Helping children achieve well and enjoy what they do

The provision is good.

Children and young people are given individualised support in line with their needs and wishes. Children and young people can approach any members of staff including the Registered Manager and their concerns are listened to. They have access to advocacy services. Staff are able to communicate with children and young people who are non-verbal or have very limited vocabulary through various communication methods. Staff develop an individual risk assessment for each child or young person and a strategy is in place to eliminate or reduce the identified risk factors.

Children and young people attend schools. Staff support children and young people to attend schools during their stay at the respite service. The local authority arranges transport for children and young people to travel to and from schools. Staff support children and young people with homework. They have opportunities to use computers for educational and recreational purposes.

Helping children make a positive contribution

The provision is outstanding.

Children and young people's care needs are effectively and comprehensively assessed. Each child or young person has an individual care plan in place. Care plans are comprehensively written with detailed information. Guidelines are in place about specific aspects of care of an individual child or a young person, which ensures that staff have a consistent approach in providing care. Staff complete daily records which include information about individual care and support given to a child or a young person. Designated key workers monitor these care plans to ensure that these are implemented during children and young people's stay at the home.

Children and young people are encouraged to get involved in their review process. Evidence shows that statutory reviews take place on time. Staff attend children and young people's review meetings and contribute accordingly.

Staff encourage children and young people's family members to visit them during respite care. Staff have good relationships with parents, carers and listen to their concerns.

There are appropriate procedures in place for introducing children and young people to the home. Children and young people are given opportunities to make tea visits. This enables staff to assess children and young people's needs within the home environment. The Children's Guide provides detailed information about the service on offer.

Interaction between staff, children and young people was seen to be genuinely warm and relationships were valued. Staff use various communication methods to seek views of children and young people who are non-verbal or have very limited vocabularies. Staff encourage children, young people and their family members to complete users satisfaction questionnaires in order to improve the service delivery.

Achieving economic wellbeing

The provision is good.

Staff encourage and support children and young people to develop various life skills which are essential for their future independent living. Staff encourage and support children and young people with looking after personal spaces, travel training and developing skills in numeracy and literacy. Children and young people have opportunities to participate in various activities of their choice.

The children's home is a purpose built bungalow. The Statement of Purpose and Children's Guide clearly described the facilities are available to children and young people. The premises are completely wheelchair accessible and have specialist facilities for disabled children and young people. Suitable bath and electronic equipment hoist, changing bed and shower trolley being in place. There is a soft playroom and a sensory room available for children and young people. The premises are well decorated, furnished and maintain to a high standard.

Organisation

The organisation is good.

The Statement of Purpose has been updated. This included all the required information, such as the aims and objectives of the service. The Children's Guide provided information regarding the facilities available to them.

The promotion of equality and diversity is good. Evidence supports a consistent commitment to improving equality and diversity in practice. Children and young people receive an individualised service in the home which is designed to meet their personal needs.

Regulation 33 visits take place each month. The chief executive and a trustee or their representatives conduct the visits. The Registered Manager monitors and signs the home's records and the home takes appropriate steps on issues requiring actions.

Appropriate staffing arrangements are in place to meet children and young people's assessed needs. The Registered Manager reviews the staffing levels in accordance with the needs of children and young people. The Registered Manager is appropriately qualified and has several years of management experience in child care settings. The Registered Manager is available for both staff and children and young people for support and advice. She is supported by one deputy manager, two assistant managers, two senior child support workers and a number of child support workers. The home has recruited a number of bank staff who also have access to staff training and receive regular supervision from their line manager. The night staff are supervised by an assistant manager.

All staff receive regular supervision and annual appraisals from their line manager. Weekly staff meetings are held and staff have opportunities to contribute to the meetings. The home works in partnership with the county council and local health authority and children and young people have access to their services. Staff receive various training from health professionals which enable them to develop knowledge and skills to meet complex needs of children and young people.

The staff have opportunities to attend various internal and external training for their professional development. However, a minimum ratio of 80% of all care staff have not completed their National Vocational Qualification Level 3 training in child care. The Registered Manager informed the inspector that three members of staff are commencing NVQ Level 3 training in September 2009.

Each young person has a permanent private and secure record of their history, development and progress throughout their childhood.

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 Children's 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 that all staff obtain competency certificates for safe administration of gastrostomy feeding to children from health professionals (NMS 13)
- ensure that a minimum ratio of 80% of all care staff complete their NVQ Level 3 training in child care (NMS 29)