

Inspection report for children's home

Unique reference number	SC020576
Inspection date	13 October 2009
Inspector	Janet Manders
Type of Inspection	Random

Date of last inspection	4 June 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 home operates a service for up to five male young people. The home provides a specialist service to young people who have a range of complex needs and who can present significant risks to themselves and others. Young people have exclusive access to a registered school that is also managed by the organisation. The home is located close to several town centres with public transport facilities and local amenities close by.

Summary

This was an unannounced interim inspection. The visit concentrated on the requirements made at the last key inspection in June 2009. The outcome area of being healthy, enjoying and achieving, making a positive contribution, economic wellbeing and organisation were not looked at during this inspection. Standards in relation to staying safe were inspected. At the time of the inspection five young people were living at the home.

The overall quality rating for the home remains outstanding, with no actions or recommendations being made as a result of this inspection. Each young person is receiving a focused level of care and support that successfully promotes their personal, social and educational development.

This judgement will be reviewed at the home's next full inspection when all key National Minimum Standards will be re-assessed.

The overall quality rating is outstanding.

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

Improvements since the last inspection

The home continues to demonstrate a strong commitment to ensuring the service meets and exceeds the National Minimum Standards.

The manager was required to take action in relation to only one matter at the last inspection in June 2009. Appropriate action has now been taken, with the manager evaluating the effectiveness of all sanctions imposed by a staff member. This ensures that all sanctions are appropriate and used in the best interest of the young people.

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 continue to receive excellent care and support that promotes and safeguards their welfare. Staff are confident and able to understand their role and level of responsibility in terms of child protection and safeguarding practice. Operational policies, procedures and staff guidance are used effectively to promote everybody's safety and welfare.

Staff are aware of their responsibilities to promote privacy and confidentiality, whilst ensuring young people's safety. Staff do not enter young people's rooms without permission, except when young people are considered at risk. The home has developed a clear policy in relation

to when a young person's belongings need to be searched and a record is made of the search within the young person's file and a central log. Young people's use of the telephone is supervised and subject to detailed risk assessments.

Young people are well informed about how they can make a complaint or raise a concern about their care and they are confident that staff listen to them and take appropriate action when necessary. The young people are able to access an independent advocate to support them in making a complaint. The details of the advocate are well advertised within the home and young people have regular contact with him, which enables them to feel comfortable about speaking to him. All staff undertake training in managing complaints. This ensures that the home takes young people's concerns seriously.

Safeguarding is the paramount priority within the home; it influences everything that is undertaken within the home. Young people are provided with high levels of staffing, with staff providing direct support, extensive levels of supervision and monitoring. A key success of the home is the way in which staff are able to engage with young people about matters that are significant to their safety and protection. Important areas are covered that are part of the home's approach to managing risks and raising young people's awareness. For example, individual and group work sessions are regularly delivered covering a wide range of subject areas like personal safety, behaviour, relationships, bullying and offending. These sessions are evaluated and assessed to ensure they are relevant and meaningful to each young person's circumstances and needs.

The home has clear procedures for responding to child protection concerns and the manager has excellent links with the children's team and the local police. Staff receive robust training and regularly meet with the specialist external service provider who works in partnership with the home to enhance and develop their knowledge and awareness regarding safeguarding matters.

Staff work actively in the home to ensure that bullying does not happen. Young people are well educated about the detrimental effects bullying behaviours have. They are clear about the home's policy on bullying as this is posted around the home and workshops consider the issue. Young people are supervised and interactions are monitored, to ensure that all young people are safe at all times and any incidents of bullying are quickly identified and dealt with.

Staff are aware of triggers, which may result in a young person absenting themselves from the home. Staff respond appropriately to instances of young people going absent without authority and work closely with other agencies to minimise any risk. Records of unauthorised absences are kept and monitored by the manager.

Relationships between staff and young people are positive. Young people are assisted to develop socially acceptable behaviour through discussions with staff and the therapist on an individual basis and during house meetings. This takes place in a safe and supportive environment. Staff are able to set and maintain safe and acceptable boundaries in relation to acceptable behaviours. For example, young people are treated as individuals and are offered plenty of praise and encouragement. All staff are appropriately trained in managing challenging behaviour, with physical interventions being used as a last resort to keep young people safe. Appropriate records are maintained in respect of restraints and sanctions used within the home.

Staff are proactive in taking steps to ensure that young people, staff and visitors are safe from fire and other hazards in the home. Frequent checks are carried out on fire equipment; emergency lighting and fire drills are regularly undertaken. The home undertakes comprehensive risk assessments in relation to all aspects of the safety of the premises and grounds, including a fire risk assessment. Risk assessments are also undertaken regarding the potential behaviour of young people and their activities.

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

There are no recommendations.