

Inspection report for children's home

Unique reference number	SC021677
Inspection date	22/09/2011
Inspector	Anthony Kyem
Type of inspection	Full
Provision subtype	Children's home

Date of last inspection	07/03/2011
--------------------------------	------------

© Crown copyright 2011

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.

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 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the *Inspections of children's homes – framework for inspection* (March 2011) and the evaluation schedule for children's homes.

The inspection judgements and what they mean

Outstanding: a service that significantly exceeds minimum requirements

Good: a service that exceeds minimum requirements

Satisfactory: a service that only meets minimum requirements

Inadequate: a service that does not meet minimum requirements

Service information

Brief description of the service

The home is registered with Ofsted to provide care and accommodation for up to four young people of either sex, aged between 11 and 17 years, who may be experiencing emotional or behavioural difficulties. The home is owned by a private organisation.

Overall effectiveness

The overall effectiveness is judged to be **good**.

Young people benefit from living in a well-managed home that promotes their needs effectively. Strong and effective leadership ensures the quality of young people's care is monitored to promote their positive outcomes. Young people say, 'it's a good home, it's the best children's home I've lived in. If you behave you get everything you need...They (staff) support me with my appointments and they help me with my independence...I would give the home 9/10.'

Young people's views and opinions are regularly sought and young people are listened to. This enables young people to have an effective influence in the running of the home and ensures they are fully involved in all aspects of their care. Consequently, young people feel informed and valued.

Relationships between young people and staff are exceptionally positive and young people benefit from fair and respectful treatment within the home. They receive personalised care in accordance with their needs and they are valued and treated as individuals. Consequently, young people develop positive self-esteem. Young people's needs are well promoted and they clearly benefit from the support provided to them enabling them to enjoy and achieve.

Staff have a good understanding of young people's needs and detailed placement plans are used by staff, to support them. A social worker says, 'I am happy with the home, they're really quite good. They manage issues very well and they attend all meetings and keep me fully updated'. A parent says, 'It's absolutely brilliant. I can ring them (staff) about anything...The whole team are fantastic, they're brilliant...They give 110% everyday...They're like extended family'.

As a result of this inspection there are two recommendations made for the registered person to address. These relate to improving to the home's physical appearance and staff's understanding of the home's procedures, for the administration of non-prescribed medication.

Areas for improvement

Recommendations

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

- ensure children's health is promoted in accordance with their plans and staff are clear about what responsibilities are delegated to them in relation to the administration of non-prescribed medication (NMS 6.5)
- ensure the home provides a comfortable and homely environment that is well maintained both internally and externally. (NMS 10.2)

Outcomes for children and young people

Outcomes for children and young people are **good**.

Young people's positive outcomes are promoted. They receive the support they need to make positive progress. Young people are supported with their education and those of school leaving age are supported with training or employment, to help them achieve. Young people receive opportunities for them to pursue their individual interests and hobbies. Consequently, they are able to develop their own social networks and friendships. There are good facilities available within the home for young people's recreational pastimes and this alleviates boredom.

Young people benefit from contact with their families to promote their identity and understanding of their individual backgrounds and histories. The families and friends of young people are always made to feel welcome at the home and staff have established positive relationships with young people's families.

Young people receive the services they need to promote their physical, psychological and emotional health. They are registered with local health services and they have access to specialist services to promote their needs. Young people are encouraged to eat healthy and the home provides them with a safe and healthy environment. Consequently, young people's health, welfare and safety are promoted effectively.

The home does not administer homely remedies despite having a medication policy and parental consent. Young people do not have access to appropriate non prescribed medication, as the home's medication policy is not fully implemented and followed by staff, in practice. Young people receive good support to prepare them for the future. They are prepared and supported to make the transition towards adulthood and pathway plans are used by staff, to promote their independence.

Quality of care

The quality of the care is **outstanding**.

The quality of young people's care is of a high standard. Young people clearly benefit

from the services provided to them, and they make good progress within this home. The home provides young people with a harmonious place to live and young people benefit from positive relationships with staff. Young people confirm they are well supported and this enables them to make considerable progress.

Young people are consulted so they are able to influence any decisions made in respect of their care. Staff work in close partnership with young people's social workers and families to promote their sustained development and progress. There have been no complaints made by young people since the previous inspection. Young people know how to complain and information is made available to them, to support them to complain.

Young people's needs relating to gender, culture and ethnicity are positively addressed. Young people's placement plans are highly personalised and these provide staff with detailed information to enable them to meet young people's needs comprehensively.

The location, size and design of the home meets young people's needs. The home is a spacious property and benefits from good access to local amenities. Young people do not feel stigmatised living at the home, as the home has no distinguishing features. The home is maintained to good standards overall, but would benefit from some work and re-decoration, to enhance and improve its appearance.

Safeguarding children and young people

The service is **good** at keeping children and young people safe and feeling safe.

Young people are kept safe and they feel safe. There are no issues with bullying and young people are well protected from abuse, bullying and exploitation. Staff are trained in child protection to enable them to recognise and respond to suspected abuse. Consequently, young people's welfare is promoted and they are safeguarded and protected from abuse. The home provides young people with a safe environment, where young people's health, welfare and safety are promoted very effectively.

Young people are assisted to develop socially acceptable behaviour. Consequently, the use of sanctions and restraint is rare. Reward systems for positive behaviour are used very effectively. Where sanctions are used, they are used fairly. Young people are well supported with their behaviour and this enables them to make positive decisions and choices.

There has been a positive reduction in the numbers of young people missing from care. Where young people have gone missing staff take swift action to promote their safe return. Risks associated with young people's behaviours are recorded clearly and this enables staff to work safely. There are no safeguarding issues and young people do not place themselves at risk of significant harm. Staff and young people receive training to raise their knowledge and awareness about health and safety. The safety of the premises is well maintained to protect young people from potential

hazards.

The suitability of staff to work with young people is rigorously assessed to ensure only safe and suitable persons are employed at the home.

Leadership and management

The leadership and management of the children's home are **good**.

Young people benefit from living in a home that is managed efficiently and effectively. The home is managed by a capable manager, who exercises strong and effective leadership, which promotes the smooth operations of the home. There are good systems in place for monitoring and reviewing the standard and quality of young people's care. This ensures young people's needs are promoted effectively. The home has a proven track record of positive performance. The manager has devised a development plan and this demonstrates the home's strengths and capacity for improvement.

Requirements and recommendations from the previous inspection have been addressed. The home's Statement of Purpose has been reviewed to ensure it provides up to date information about the home and the services it provides. Staff have received training to ensure they have a sound understanding of the home's policies and procedures. Young people who require pathway plans to support them in making their transition towards adulthood, now have these provided for them to promote their independence.

Staff are well supported as a team and they remain enthusiastic about their roles. They receive appropriate training to ensure they are skilled, well trained and qualified. This ensures young people are cared for by an experienced and capable staff group who have the necessary skills, training and relevant experience to meet young people's needs. There are enough staff employed to meet the needs and numbers of young people resident.

Significant events are notified to all appropriate authorities and this promotes young people's welfare and safety. Young people's records are very well maintained and these are securely stored to promote confidentiality.

Equality and diversity practice is **good**.