

Inspection report for children's home

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Inspection date	10 December 2009
Inspector	Mark Kersh
Type of Inspection	Random

Date of last inspection	15 September 2009
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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 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

This is a children's home located in a diverse area of a city. The home provides accommodation for four young people aged from 11 years to 17 years.

The home comprises two independent flats for young people's use and an adjoining unit for two young people living together and supported by staff.

Two young people currently live in this home and one of them was present during the inspection.

Summary

This unannounced interim inspection looked at the progress the home has made with the three recommendations from the previous full inspection; these related to consent for medical treatment, sanction records and risk assessments. As a result of these recommendations, the outcome areas of being healthy and organisation were inspected. In addition, the key standards linked to the outcome area of staying safe were also inspected. Due to the limitations of this inspection, the overall quality rating of good, made at the last full inspection remains the same, with the staying safe outcome continuing to maintain a good standard. Young people continue to be protected and safeguarded by staff who have a good understanding of the policies and procedures to follow to keep young people safe.

The overall quality rating is good.

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

Improvements since the last inspection

Following the previous inspection the Registered Manager was asked to ensure consent is obtained for medical treatment and that written risk assessments reflect this home and not young people's previous placement. Written consent is on young people's case files for the administration of medication and the treatment of first aid. This allows staff to attend to young people's health needs with parental authority. Written risk assessments are in place and have been updated for young people in relation to this home. One recommendation has been carried forward in relation to sanction records.

Helping children to be healthy

The provision is good.

Young people contribute to the weekly menu and menus reflect the meals chosen by them. Young people enjoy the diverse range of foods provided for them and they enjoy experiencing foods from other cultures. Food intake is monitored to ensure young people receive a healthy balanced diet. Staff are trained in food hygiene and follow guidance provided by the food standards agency. Mealtimes are a relaxed social occasion where young people and staff interact well together.

Young people live in an environment where their physical and emotional health needs are identified and staff ensure services are provided to meet them. All staff have completed training in a number of health related areas which helps to promote the health and wellbeing of young people. Records are completed following health appointments young people attend and show clearly the reason for such appointments and any follow up treatment needed. Individual health

plans are current and include dates of immunisations young people have received. Young people are provided with guidance, advice and support on health and personal care issues appropriate to their age and understanding.

There are effective systems in place for recording, administering, storing and handling young people's medication safely. Consent is obtained so that staff are able to attend to young people's health needs and administer non-prescribed medication. There are effective monitoring systems in place to ensure all medication brought into the home is accountable.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Young people's rights to privacy is maintained as information held on their behalf is correctly stored in lockable facilities, as is information on staff. Young people have their own key to their individual bedroom and can store their personal possessions securely. Staff demonstrate their good understanding and responsibility to uphold confidentiality and are professional about sharing confidential information and records with others.

Young people say they know how to complain if they have issues with the care they receive in the home. The home's complaint procedure is effective and understood by staff and young people. Detailed records are maintained in respect of internal and external complaints received. There have been no complaints made following the previous inspection.

Young people are safeguarded from abuse as the home has clear policies and procedures in place. Staff have a good understanding of child protection issues and are aware of their responsibilities. All staff have completed training in this area and refresher training ensures staff have up-to-date knowledge of legislation and relevant guidance. The home is effective in addressing issues around bullying. There have been no child protection or bullying issues following the previous inspection.

When young people abscond staff know what to do and follow agreed procedures. There are few instances of young people being absent from the home without authority. Records show in detail that these instances are mostly when young people have returned beyond their agreed return time. Staff know which appropriate authorities they must inform in relation to any significant event and records in respect of these are completed.

Young people have their behaviours managed safely and sanctions used by staff are fair. Restraint is very rarely used to prevent young people from harming themselves or others. Staff are trained in de-escalation techniques so they know how to manage difficult behaviours in a safe way. The use of sanctions and restraints are routinely monitored by the manager. However, when sanctions are imposed young people do not have an opportunity to write or have their views recorded and sign their names against them within the sanction records kept in the home. Staff use incentives and rewards to promote acceptable behaviour and these feature far more than sanctions imposed.

Young people, staff and visitors are protected by the procedures staff follow in the event of a fire. All the required safety checks and evacuation tests are carried out regularly and recorded. All staff and young people have completed fire awareness training which enables them to

identify potential danger and evacuate the home safely. Detailed written risk assessments are in place which cover any identified hazards inside and outside of the home.

Ofsted has undertaken an audit of staff personnel files within the organisation in May 2009; any shortfalls found are being addressed by the provider. There are no recruitment issues within this home, staff looking after young people are safe to do so. Staff files contain the relevant recruitment checks. All visitors to the home sign in and out and young people are not left unsupervised with visitors entering the home.

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 good.

The home has a comprehensive statement of purpose and a children's guide. Collectively, both documents provide young people, their families and social workers with a good description about the services the home provides. These documents are reviewed and updated on a regular basis.

The management team have a very good focus on providing staff with support and supervision. Regular team meetings take place and collectively and individually staff support each other well. All staff have the relevant experience and qualifications for working with young people. The management arrangements are effective in ensuring the home is staffed in a manner that delivers consistency and good outcomes for young people. There are good arrangements in place for training and refresher courses, which enable staff to identify specific learning objectives in relation to the support they provide to young people.

Good arrangements are made for reviewing the quality of care. The manager routinely audits the home's administrative systems to make sure that what staff do, they do well. The views of young people and staff are taken into account and reported on during independent monitoring visits. These are carried out by a manager of the organisation who is not directly concerned with the conduct of the home. Any identified issues or actions as a result of reviewing the quality of care in this home are acted on promptly

Young people's case files and other documentation is detailed. This facilitates good communication with other professionals. Young people have a good record of their history and how they are cared for according to their individual and ever changing needs.

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
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Recommendations

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

- offer young people more opportunities for their views and feelings on care and control to be recorded in the records made by staff. (NMS 22.14)