

Inspection report for children's home

Unique reference number	SC023737
Inspection date	07/02/2012
Inspector	David Putnam
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	24/08/2011
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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 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 progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection (March 2011)*.

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Service information

Brief description of the service

This privately owned children's home is registered to accommodate up to three young people.

Progress

Since their previous inspection the service is judged to be making **good** progress.

At the last inspection the home was judged to be good overall. One requirement and two recommendations were made. The home has fully addressed these and demonstrates continued improvement in the quality of care and outcomes for young people.

Young people recognise the changes and improvements in their lives resulting from being placed in the home. Young people continue to develop a positive view of themselves. One young person said, 'I feel better, I look better, I am better'. Another young person explained that she wants to be like the manager when she is older and is planning to take a college course in child care after completing her GCSE examinations later this year. Young people appreciate the consistency and continuity of staff who make them feel safe. Young people speak positively about contact they now have with their families and reflect on the difference this makes.

Staff are able to identify and evidence other positive changes in young people. The overall behaviour of young people has improved. Records show there has been no need for young people to be restrained for nearly a year. The frequency with which young people go missing has significantly reduced over time. When this does happen staff respond in ways that help young people to understand their concerns. Specific self-harming behaviours have also reduced. Young people take increasing responsibility for their own health. They attend appointments and undertake procedures that they have previously rejected. Staff have politely requested that young people do not swear in the home. Staff say they rarely hear young people using bad language anymore. Young people now express their views more readily. Staff have recently begun to encourage and enable young people to contribute to their own daily records. By using the same document as staff, young people are also able to read what staff write about them. Young people attend and now play a full part in their own reviews. The improved confidence of young people is demonstrated by the open and helpful way in which they contributed to this inspection.

An extensive redecoration and refurbishment of the home has been completed since the last inspection. Young people were involved in selecting the colour schemes for the internal decoration and new flooring in communal areas. Young people are proud of their home and in particular their own rooms, which they are able to personalise. One young person said, 'when I walk through the door, it feels like home'.

The home uses policies and procedures prepared by the parent organisation. Work is underway to update several policies and make them more accessible to staff through an intranet site. This work is not complete. Consequently, staffs' work with young people relating to safeguarding, behaviour management and bullying is currently informed by policies that have not been reviewed for several years. This has not had a significant impact upon young people, but does have the potential to do so. Notwithstanding this shortfall, the home demonstrates an ongoing commitment to provide a high quality service. A stable group of staff continue to be supported by a manager who is a passionate advocate for the young people in her care.

Areas for improvement

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
16 (2001)	update and implement a written policy which is intended to safeguard children accommodated in the children's home from abuse and neglect (Regulation 16 (1)(a))	01/03/2012
16 (2001)	update and implement a written policy for the prevention of bullying within the children's home (Regulation 16(4)(a))	01/03/2012
17B (2001)	update and implement a written policy (in this regulation referred to as the 'behaviour management policy') which sets out the measures of control, restraint and discipline which may be used within the children's home and the means whereby appropriate behaviour is to be promoted in the home. (Regulation 17B (1)(a) and (b))	01/03/2012

Recommendations

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