

Inspection report for children's home

Unique reference number	SC023737
Inspection date	12 January 2010
Inspector	Mark Blesky
Type of Inspection	Random

Date of last inspection	22 April 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 children's home can accommodate up to three young people, aged between 12 and under 18 years. The home is in a residential area near a seaside town, with amenities for the young people close by.

Summary

This unannounced interim inspection looked at the progress the setting has made with the recommendations made at the last inspection in April 2009. Recommendations related to improved training for staff in first aid and health and safety. In addition, recommendations were made to regarding children absent without permission and National Vocational Qualification training for staff. Enjoying and achieving, positive contribution, economic well-being and organisation were not inspected on this occasion.

The provision has taken appropriate action to resolve previous recommendations.

The overall quality rating is good.

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

Improvements since the last inspection

At the last inspection of April 2009, the Registered Manager was asked to review training for staff in matters of health and safety and ensure that at least 80% of staff are trained to National Vocational Qualification (NVQ) in caring for children and young people at level three. In addition the Registered Manager was asked to ensure adequate details were recorded of the circumstances following a young person being absent without permission.

All staff members that carry out first aid and deal with matters of health and safety are now appropriately trained. This ensures that staff are competent within these roles. NVQ training continues and current training schedules are appropriate and planned to reach the 80% minimum of trained staff.

Young people that return from being absent without permission are now interviewed by the manager and staff to discover the circumstances of the event and to ascertain why the young person may have gone missing. The home has also introduced a new interview format. An independent staff member now formally interviews young people that have gone missing upon their return.

The registered person has taken appropriate steps to improve the quality of the home for young people.

Helping children to be healthy

The provision is good.

Young people are given a wide range of choices of nutritious and healthy meals. All young people are consulted with in order that they have the opportunity to express their choices, likes, and dislikes. Staff members canvass young people's views formally during house meetings and key working and less formally during day-to-day discussions. Staff are trained to promote

healthy living and support the young people to make informed choices of healthy food and diet.

Each young person has a dedicated healthcare file and healthcare plan. The plans detail past, current and future health needs and interventions. Each young person is registered promptly with the appropriate healthcare services when they move into the home. Routine services that include ophthalmic, orthodontic and general practitioner visits are robustly maintained. Each young person also has a healthcare profile, which details a summary of his or her healthcare needs. All healthcare records are detailed, comprehensive and up to date providing a high standard of health monitoring.

Medication is kept securely in the home and all administrations are clearly documented and detailed. All staff that administer medication and first aid are appropriately trained. The Registered Manager oversees all medical administrations and interventions and carries out regularly monitoring checks.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

Young people are treated with respect and their rights to privacy are promoted. All staff receive training and instruction through written guidance on maintaining privacy and confidentiality. Children's files are only accessed by staff that are authorised to do so and all information and documentation is kept locked and secure. Staff ensure that they knock on bedroom doors before entering and their day-to-day contact with young people is respectful of their privacy and rights.

Any young person that wishes to make a complaint is supported by a detailed and comprehensive complaints and representation procedure. Staff members keep young people informed through every stage of complaint resolution and request that the young person comments on the final outcome. Complaint information is available to young people within the young people's handbook and all staff receive training in dealing with complaints. Complaints are infrequent and young people tend to raise any dissatisfaction verbally for more minor matters. Complaints and representations are very well managed and sensitively addressed.

Robust safeguarding procedures are in place and all staff receive mandatory training in safeguarding and child protection. There is a dedicated safeguarding co-ordinator that oversees all matters of this nature, and the home has both an out of hour's team and an on-call service to address any matter that arises. Procedures for staff to follow are clear and tangible and the Registered Manager of the home oversees all incidents.

Young people are protected from bullying from well-managed anti-bullying practices. Bullying is not a feature in this home because the manager and staff have been proactive in implementing countering measures should this need arise. Guidance for staff details signs and symptoms of bullying and the home has more recently introduced a dedicated anti-bullying strategy. Staff members record incidents where bullying is suspected in a separate document. This document alerts the manager and other staff of any suspicion of bullying and the manager oversees actions to address this.

When young people are absent without permission or missing from the home, staff follow appropriate procedures to search, report and recover that young person. Each young person

has a dedicated risk assessment dealing with absence from the home. All action taken is influenced by known risks and any particular vulnerability that may be relevant.

Staff may use a range of approved sanctions when young people act in a negative manner. Action taken by staff to modify behaviour is rarely punitive. Sanctions are infrequent and staff typically meet with the young person and try and agree preferred behaviours. When appropriate staff members discuss behaviour strategies amongst themselves in staff meetings and with the young people in house meetings.

All young people are subject to risk assessment of both environmental and situational hazards. In addition, assessment includes consideration of known behaviours and habits. Detailed and comprehensive risk assessment deals with both day-to-day situations and all exceptional activities are specifically addressed. Risk assessment and guidance for staff is very detailed and of a high standard. Health and safety and fire safety is regularly reviewed along with risk assessment of the building and emergency procedures. Fire evacuation drills are regularly carried out and all fire equipment is well maintained.

All newly appointed staff undergo reference and recruitment checks through the company's head office and the manager attends and oversees all new applicants. All new staff are supervised in their probation period with frequent supervision and appraisal. All visitors to the home must sign in and no visitor is allowed to have unsupervised access to the home or young people.

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
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Recommendations

There are no recommendations.