

Inspection report for children's home

Unique reference number	SC023739
Inspection date	08/01/2013
Inspector	Thomas Webber
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	24/09/2012
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Service information

Brief description of the service

The home is owned by a private organisation. It is registered to provide care and accommodation for up to a maximum of three young people, who may have emotional and behavioural difficulties.

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.

Progress

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

The overall rating for this home was judged as good at the last full inspection in September 2012. However, the individual outcome groups for the quality of care and safeguarding young people were judged as outstanding. There was only one recommendation identified at that inspection. This related to reviewing the home's practice of providing young people with appropriate levels of unsupervised free time; where they are given the opportunity to make choices but at the same keeping themselves safe. The manager has taken appropriate steps to address this recommendation.

The home continues to provide young people with an excellent standard of care. Young people continue to live in a warm and caring environment where they receive continuity and consistency of care from a trained and stable staff team. The home ensures that good staffing levels are maintained throughout the day and night to meet the needs of young people. Very positive, nurturing and relaxed relationships are established between young people and staff where young people feel safe, valued and well cared for. This level of care enables them to develop their self-

esteem and grow in confidence.

Young people rarely go missing from this home with very few incidents having occurred. Those incidents that have occurred all relate to a particular young person who no longer resides at the home, having been transferred to a semi-independence unit. Records show that appropriate steps are taken to ensure that young people, who go absent, are returned at the earliest opportunity. The use of sanctions and restraints are also rare with all incidents being monitored and records are comprehensively maintained. The home has received two complaints from young people since the last inspection. All complaints are promptly addressed and resolved.

Although bullying was not seen as an area of concern by young people at the last inspection, there has been an increase in bullying towards one particular young person. Although staff were proactive in dealing with these incidents of bullying, the young person being bullied did make a formal complaint. The situation escalated to threats being made to staff while they attempted to safeguard the young person being bullied. The impact of the bullying and disruption was such that the home took steps to resolve the matter with the transfer of the young person who instigated the bullying to a more appropriate placement earlier than originally planned. Although ultimately the young person had to move, they were still appreciative of the care and support provided to them by the staff and a number of positive outcomes were achieved as part of the placement at the home.

The home ensures, where appropriate, that young people are provided with plenty of opportunities to make pre-visits to the home before admission. Young people are encouraged to choose the colours for their bedrooms, which are redecorated prior to an admission. This was evident during the inspection. A transition plan had already been established for a new admission, which included relevant specialist input to support the young person's needs.

Suitable educational placements are arranged for young people and staff support them to attend regularly. The progress made and attendance achieved by one young person continues to be particularly significant. Staff also support young people to maintain contact with their families, being creative in how contact is maintained. This has had a significant affect in improving relationships in some instances.

The staff continue to provide an excellent standard of care to young people and the home remains well managed. There are no requirements or recommendations made as a result of this inspection; however, the manager is still working towards achieving her management qualification.

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*.