

Inspection report for children's home

Unique reference number	SC023739
Inspection date	30/01/2014
Inspector	David Putnam
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	24/04/2013
--------------------------------	------------

© Crown copyright 2014

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.

Service information

Brief description of the service

The home is owned by a private organisation. It is registered to provide care and accommodation for a maximum of three children, who may have emotional and behavioural difficulties. Children living in the home are able to access education through registered provision provided by the organisation. Therapy or counselling is also available to children if this is appropriate.

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 **good progress**.

At the last inspection this home was judged as good overall. One requirement and one recommendation were made. Both have been effectively addressed by the Registered Manager. Regular reviews of the quality of care now incorporate the views of children, young people, parents and placing authorities. Reports of these reviews clearly demonstrate the ways in which these opinions contribute to improvements in the service. In particular, children and young people are supported to express themselves constructively leading them to feel that staff listen to and value their thoughts and ideas.

All the existing care staff now either hold, or are working towards, attaining the qualification stipulated in the children's homes national minimum standards. This ensures that children and young people are cared for by staff that are suitably trained, developed and challenged to drive improvements in the quality of service provided.

Leaders and managers continue to demonstrate a commitment to improving the overall quality of care and outcomes for children and young people in different ways. Children and young people live in a home that is welcoming, comfortable and tastefully decorated. Work to redesign and refit the kitchen in the home has now been fully completed. The high standard of finish now matches the quality of décor in other areas of the home. Children and young people enjoy spending time with staff and each other in this new space. As a result the kitchen has become a social hub of the home which is used for much more than preparing and eating food.

Children and young people say that they get on with staff and each other. Any problems or difficulties are resolved quickly and effectively. Records highlight that there are no issues of bullying within the home, confirming what children and young people say. Restraints of children and young people are rare. Only three incidents of restraint were recorded since the last inspection. None of these involved children or young people living in the home at the time of this inspection. Children and young people demonstrate, through what they say and through their behaviour that they want to be in this home. Those who had previously been at risk through running away make personal and deliberate choices to change their behaviour. Through not going missing the safety and well-being of these children and young people is promoted.

Education outcomes for children and young people continue to improve. Managers and staff work effectively to support children and young people to access the most suitable education provision to meet their needs. Those who previously maintained only limited attendance at school or specialist units now consistently make the most of the opportunities offered to them. For example, young people progress from receiving home tuition to attending the parent organisations' registered school on an increasing timetable. Others move on from the organisations' own school to attend mainstream schools in the community.

Children and young people benefit from increased contact with their families where this is appropriate. Managers and staff pro-actively build strong and effective relationships with parents. Managers ensure that whenever possible, the same staff support contact for individual children and young people. This provides consistency for children, young people and their families.

Positive individual work is undertaken with children and young people to address their identified needs or respond to specific issues or requests. Through raising the matter as a complaint, children and young people have been able to directly influence the level of detail that staff record about these personal meetings. However, children and young people do not consistently sign these records. Consequently, it is not always possible to demonstrate that children and young people agree with what is being written about them.

Areas for improvement

Recommendations

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

- ensure that children are actively encouraged to read their files, other than confidential or third party information and to correct errors and add personal statements; in particular children are encouraged to sign records of individual work carried out with them. (NMS 22.5)

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*.