

Inspection report for Children's Home

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Inspection date	01/02/2011
Inspector	Mark Blesky
Type of inspection	Random

Date of last inspection	09/11/2010
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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 outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

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 for three young people who are aged from 10 years and under 18 years old. The house is a domestic style property in a sea front location close to the seaside and local town. It is close to the cinema and shops, with public transport nearby. Three young people live in the home, but were not present on this occasion.

Summary

The overall quality rating is good.

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

This interim unannounced inspection looked at the outcome area of staying safe and the progress the home has made with the recommendations made at the last inspection in November 2010. These related to improvements to young people's healthcare planning and the support and management of young people's educational development. The provision has taken appropriate action to resolve previous recommendations.

Improvements since the last inspection

Two recommendations were made at the last inspection in November 2010. One related to maintaining clear and accurate healthcare records and the other related to providing effective educational planning and support. The health files have been reviewed and current plans are well managed detailing historic, current, and planned health interventions. Plans are well organised and effective.

Young people's education files have been reviewed and an effectively managed monitoring system has now been put into place. Each young person has a dedicated section in their personal files detailing the progress of their records of achievements. In addition, all open days, parental consultation meetings, and liaison are kept to provide a useful picture of children's educational development. The provision has taken appropriate action to address the previous recommendations.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Young people's privacy and respect is well managed by staff who are provided with guidance and training. Staff ensure that they are sensitive when entering bedrooms, and particularly so when young people are washing and dressing and maintaining personal care. Records and documents that relate to young people are stored and accessed sensitively.

Complaints are managed effectively and all young people are aware of their rights to complain and make representation. All young people are provided with help and support when they wish to complain and are kept abreast of the complaint investigation at all stages. Young people are able to make further representation at the conclusion of the complaint and an independent review is conducted.

All matters of safeguarding and the protection of young people are managed effectively. All staff undertake mandatory training in this area and regular refresher training is provided. Comprehensive guidance is provided for all staff and the guidance provided mirrors the principles of the local authority's guidance. Out of hours and on call services are available to the home and a dedicated safeguarding co-ordinator oversees all matters safeguarding and child protection.

When bullying is suspected, the home deploys specific measures to challenge and address this. All staff receive training on the signs and symptom's of bullying and discussion of this is a re-occurring feature of staff meetings and children's meetings. Staff also consider more pro-active measures to prevent bullying, and this is managed along with risk assessments and key working.

When young people are missing from the home, the staff respond with specific procedures for searching, reporting and returning the young person safely to the home. Protocols have been agreed with the local police and on-call services are provided to support more immediate actions taken by the home. Risk assessments are carried out on all young people regarding absence from the home. When risk is heightened or absence is more out of character the young person is interviewed upon return by an independent visitor to try and discover any elements that may reduce further absences.

The home strives to manage young people's behaviour by creating co-operative and agreed rules and expectations of behaviour. This philosophy is evident in policies procedures and observed relationships. When young people do not respond to agreed expectations of behaviour, approved sanctions are considered to modify behaviour. Sanctions and physical interventions are all recorded and overseen by the manager.

The home carries out detailed and generally well managed risk assessments. Risk assessments are in the main comprehensive and insightful. Assessments seek to both, support the young person, and to enable them to develop their behaviour to

reduce risk. It was however noted that one example of risk assessment had not been well managed and presented an incongruence between the assessed risk and the actions being taken to manage that risk. Risk assessment and appropriate management of risk could not be evidenced in this example.

Fire safety and health and safety are generally well managed, although the fire building plan had some minor errors evident. These largely related to fire safety equipment that was appropriately in place, but absent from the fire plan. This appeared to be an administration error in the revision of the current plan.

Young people are protected from harm from visitors. All visitors must identify themselves before they enter the building and no visitor is allowed unsupervised access to the young people or home. All staff are recruited through robust employment panels and all statutory checks and reference checks are completed before new staff begin employment in 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 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/s meets the Care Standards Act 2000, Children's Homes Regulations 2001

and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

Std.	Action	Due date
26	ensure that any unnecessary risks to the health or safety of children accommodated in the home are identified and so far as possible eliminated (Regulation 23 (c)).	28/02/2011

Recommendations

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

- ensure that positive steps are taken to keep children, staff and visitors safe from risk from fire and other hazards, and ensure all equipment is identified in planning (National Minimum Standard 26.1).