

Inspection report for children's home

Unique reference number	SC023741
Inspection date	25 February 2010
Inspector	Mark Blesky
Type of Inspection	Random

Date of last inspection	8 December 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 is a children's home for three young people who are aged between 10 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.

Summary

This unannounced interim inspection looked at the progress the setting has made with the requirement and recommendations made at the last inspection in December 2009. These related to improvements to menus and meals, visitors to the home and security and children's health records maintained by the home. The actions taken by the home have provided evidence of consultation with the young people regarding menu planning and evidence of a more rigorous approach to monitoring visitors. Health recording has improved along with reviewing practices.

Enjoying and achieving, positive contribution, economic wellbeing and organisation were not looked at during this inspection. The provision has taken appropriate action to resolve previous requirements.

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 in December 2009, the registered person was asked to provide evidence that young people were able to influence menus and express choice. The registered person was also asked to demonstrate robust procedures to demonstrate that visitors are identified and sign into the home's visitors' book. A requirement was also made for the registered person to demonstrate the promotion of children's health and development.

Young people's involvement in menu planning and their expression of choice is now evident and the home's arrangements for managing visitors to the home is well managed.

Children's health files and supporting documentation demonstrate well-planned responses to health monitoring and medical interventions.

Appropriate action has been taken and the registered person has taken steps to improve the quality of the home for young people.

Helping children to be healthy

The provision is good.

Young people are supported in making healthy choices regarding their meals and staff promote healthy lifestyles. All young people are consulted formally at house meetings and in key working sessions and less formally in day-to-day discussions. Young people say that staff ensure that their likes and dislikes are considered and the staff try to encourage them to try new and different foods. Menus are well planned and young people enjoy a varied selection of wholesome and nutritious foods.

All young people have a dedicated health file where historic, present and future health interventions are recorded and planned. Each young person has an accompanying health profile that provides a detailed summary of health needs. Health planning is regularly reviewed and well managed.

All medical administrations are robustly monitored and safe and secure storage is provided for all medication. All staff receive mandatory training in the handling of medications with regular refresher training. Additional training is provided to meet more diverse health needs or treatments.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Young people are treated with respect and dignity. Young people's rights to privacy and confidentiality are understood by staff and specific guidance is available. Young people say that staff knock on their bedroom doors before they enter and personal information is not shared with other young people. Young people have a private telephone that they can use; writing and posting materials are also available for young people to write letters. All young people's private information and file documentation is kept secure and locked away when not in use.

Young people are able to make a complaint and representation regarding any issue that they feel unhappy about. A detailed and formal complaint procedure is maintained and every complaint is overseen by the manager. Young people are kept up to date with their complaint and are consulted throughout the process. If a young person is unhappy with the final resolution, they are supported to make further representation. Safeguarding and child protection matters are robustly maintained. A dedicated safeguarding coordinator oversees all safeguarding matters and the company operates an out of hour's service and on call service. All staff receive mandatory safeguarding training and the home's child protection procedures mirror the principles of the local authority.

Young people are supported by well managed anti bullying procedures and the home has recently introduced a dedicated anti-bullying programme. All incidents where bullying is suspected or identified are recorded and the young person is interviewed. Support and advice is given where bullying is suspected. It was noted that although complaints procedures are effective, it was not evidenced that young people are consulted consistently and the signed agreement from young people was absent in several cases.

When young people are absent without permission or missing, the home deploys formal searching, reporting and recovery procedures. On call and out of hours support is provided which compliment well managed procedures and practices. All young people are risk assessed specifically regarding absence and being missing. The home has recently introduced a detailed and comprehensive interview procedure for young people that go missing. On their return young people are visited by an independent person and interviewed to discover why they went missing. This process allows further risk assessment and any reasons given support strategies to counter further episodes of absence.

When young people behave in a less positive manner, the staff respond by using approved sanctions and behaviour modification techniques. Responses by staff are not typically punitive and staff try and engage the young person and talk matters over. When sanctions are used,

they are appropriate and effective. Young people say that staff do not impose sanctions often and when they do this follows many warnings.

The home provides a safe and pleasant environment free from avoidable hazards and is well maintained. Health and safety and fire safety are well managed with regular review and appraisal. All risk assessments carried out for the young people include both environmental and situational hazards along with consideration of the young person's behaviour. This allows consideration of the young people's difference and diversity and how this may influence a range of risks.

All new staff members are recruited by an established recruitment panel and statutory and reference checks are carried out. No staff member may work with the young people unsupervised until all checks are completed. All visitors to the home must identify themselves and sign in and no visitor has unsupervised access to the home or the young person.

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

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

- ensure that the registered person of the home regularly reviews the records of complaints by children or concerning the welfare of children, to check satisfactory operation of the complaints procedure (National Minimum Standards 16.7)