

Inspection report for children's home

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Inspection date	27 January 2010
Inspector	Mark Blesky
Type of Inspection	Random

Date of last inspection	14 September 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 which can provide accommodation and care for three children aged between 11 and under 18 years. It is situated in a residential area close to a seaside town. There is a shopping parade close by and there is easy access to other local amenities. There are good rail and bus links with towns schools and colleges.

Summary

This was an unannounced, interim inspection which looked at the progress the setting has made with the requirements and recommendations set at the last inspection in August 2009. These related to improvements practices in medication and medical recording and risk assessment. In addition, the need for improvement was identified in young people's planning for independence and behaviour control. Enjoying and achieving and positive contribution and organisation were not looked at during this inspection. The Registered Manager has reviewed all areas where improvement was needed and has taken appropriate action to resolve previous requirements and recommendations.

The overall quality rating is good.

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

Improvements since the last inspection

Requirements were made at the last inspection in August 2009. The registered person was asked to improve practice around medication, risk assessment and planning for independency.

Recommendations were made for the registered person to make improvements in practice regarding behaviour control and to ensure greater care was taken to maintain young people's medical records.

The Registered Manager has demonstrated improvement in these areas and has reviewed all areas where requirements and recommendations were made. Procedures and practices are now in place and these provide well-managed systems, which the address areas of previous shortfall.

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.

All young people have detailed health profiles that demonstrate both routine and planned interventions take place. Specific health files are maintained for each young person and these are regularly reviewed and updated.

All medicines are kept safely in a secure storage container. All staff receive mandatory training in the handling, storage and administration of medications. The administration of medicines to young people is robustly recorded and the Registered Manager oversees this practice. All staff receive training in first aid and minor treatments. Medical consent is obtained for all young people before routine or more specialised treatment or procedures are undertaken.

All young people are registered with the key services that include, the GP, dentist and optician. All routine visits to these services are well managed, recorded and up to date.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Young people's privacy is respected and staff treat each young person's information confidentially. All staff follow the homes procedures, which detail the importance of privacy, respect and confidentiality. Young people's files and all records are kept securely in the Registered Manager's office. When young people's bedrooms are entered staff knock and await invitation before entering. Any discussions between young people and staff, that are confidential, occur in private and young people's information is not discussed in public forums.

All complaints are well managed and staff follow the company's procedure regarding recording and investigating any complaint from a young person. All complaint investigations include discussion with the young person and the young person is spoken to at the conclusion of the complaint to make sure they are happy with the outcome. If they are not happy they can make further representations.

All matters of safeguarding are overseen by the company's safeguarding co-ordinator. Robust procedures are in place and all staff undertake mandatory safeguarding training. The homes safeguarding and child protection procedures mirror the procedures used by the local authority.

When young people are absent without permission they are protected by clear and decisive procedures for searching, reporting and recovering the young person. An out of hours and on call system is in place and senior staff can be called to the home to advise or assist. Specific risk assessments are undertaken on all young people to determine and consider their vulnerability. All cases of young people missing or absent without permission are clearly recorded and overseen by the Registered Manager. It was noted that some of the missing person records were not fully completed and this may lead to some confusion over the recorded incident.

When young people act in a negative manner the staff use approved methods of behaviour control. Measures are not generally punitive and it is clear that staff try and discuss and work closely with the young person to influence more positive behaviour. When sanctions are used records are maintained and the young person is asked to comment about the use of the sanction. It was noted that there is limited evidence of description regarding sanctions and recorded incidents. However, measures of control are typically successful and sustained poor behaviour is not a feature of this home.

The home has a well-managed health and safety programme and staff undertake assessments and reviews of the building and environment. The fire risk assessment is regularly carried out and fire drills and evacuations occur regularly. All young people undergo risk assessment for known hazards and young people's specific needs and behaviour are risk assessed to ensure comprehensive care plans are developed.

All visitors to the home are supervised and must sign in and out of the building. No visitor is permitted to have unsupervised contact with the young people. Employment and recruitment of all staff is managed by a dedicated recruitment team. All references are robustly checked along with statutory checks and checks with past employers. All new staff are supervised during

their probation period and unable to work unsupervised with the young people prior to satisfactory evaluation.

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 good.

Each young person undertakes independency training as part of their pathway plan towards adulthood. Staff members, typically the key workers, formally meet with the young people and agree tasks and the skills that need to be achieved. Young people are supported to learn the key areas of self-care and in developing the skills necessary to look after themselves. Dedicated records are maintained for all young people to detail achievements of tasks and areas of further development.

All independency programs follow the placing authorities care planning and review agenda.

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 Children's 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 adequate records are kept of the name of the child, the date, time and location, details of the behaviour requiring sanction, the nature of the sanction used, the duration of the sanction, the name of the staff member(s) and the signature of a person authorised by the registered person to make the record (National Minimum Standards 22.10)
- ensure that written records are made of the circumstances of all incidents of absconding, all action taken by staff, the circumstances of the child's return, any reasons given by the child for absconding, and any action taken in the light of those reasons. (National Minimum Standards 19.6)