

Inspection report for children's home

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Inspection date	22 December 2009
Inspector	Mark Blesky
Type of Inspection	Random

Date of last inspection	25 May 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 boys aged between 12 and under 18 years. It is a detached house in a residential area in a seaside town. There are local parks and the beach is nearby. Local transport is within walking distance and community resources and activities are within easy reach.

Summary

This is an unannounced interim inspection, which considers the progress the setting has made in response to the recommendations made at the last inspection in May 2009. These related to improvements to the first aid provisions, accommodation, and independence planning for young people. Enjoying and achieving, positive contribution and organisation were not looked at during this inspection. The provision has taken appropriate action to resolve previous recommendations. This home remains stable and well managed. Staff and the young people communicate well with one another and it is clear that they demonstrate respect and value for each other. Progress continues and both the staff and Registered Manager are supportive to the inspection process and committed to good practice.

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 May 2009, three recommendations were made. The Registered Manager was asked to ensure that staff members are suitably trained to administer first aid. The manager was also asked to ensure that independence planning for young people is in place to support young people moving on from the home. In addition, the manager was asked to ensure that the home is maintained in good order throughout and that the home is kept clean.

There is at least one person on every shift that is suitably trained to administer first aid and minor treatments. All staff members undertake mandatory training in first aid and refresher training is provided. Independence planning has begun and assessment of young people's individual needs is being carried out. Further development continues in this important area, as current planning lacks elements of focus and structure.

The home is well maintained and effective procedures are in place to ensure that cleaning and maintenance schedules are planned and effective. 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 outstanding.

First aid, minor illness treatment, and administration of medication in the home are only given by competent designated staff. All staff in the home undertake mandatory first aid training. There is at least one person on duty in the home at all times who is sufficiently trained to administer first aid and minor treatments. All staff have practice guidance and instruction on their responsibilities regarding first aid. Written records are maintained for all young people, which record all administration of medicines and medical interventions. All young people have individual dedicated healthcare records, which detail their individual health profiles, historic

and planned medical treatments. Guidance for young people who wish to self administer is provided in accordance with detailed and recorded risk assessments.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

Young people's privacy and their confidentiality is respected. Staff say that they understand the need for young people to have time alone and have their private information protected. Case records for young people are kept securely when not in use and staff must be authorised to access them. All young people's rooms have locks and staff do not enter young people's rooms until they have knocked on the door and been invited in.

Formal complaints are uncommon in this home and any complaints are generally for minor matters, which are expressed and addressed less formally. Complaints and representations that are recorded are detailed and comprehensive, detailing the action and the resolution. Young people are kept abreast of the progress of their complaint and asked to sign agreement with the resolution. Young people are made aware that they may seek further resolve if they are dissatisfied. Details of additional support are clearly articulated in procedures and also in the young people's handbook.

The home maintains detailed and comprehensive safeguarding and child protection procedures. All staff undertake mandatory training in this important area and refresher training is maintained. The home has a dedicated safeguarding co-ordinator and the home's procedures mirror the local authority's safeguarding guidance.

There are well planned and managed responses to bullying and bullying is infrequent in the home. All young people are supported through key working, children's meetings and one-to-one support to monitor anti-bullying practices. Bullying is also a regular topic in staff discussions and the more formal staff meetings. All staff receive instruction and training in identifying and countering bullying. The manager has just introduced a specific anti-bullying procedure and recording mechanism to complement the existing procedures. The new system will underpin proactive and robust measures to identify suspected bullying.

When young people are missing from the home or absent without permission, staff respond effectively. Clear and detailed procedures are in place to search, report and return young people to the home. An on-call and out of hours system is also in place for advice, and extra staff can be called upon to assist in the home. Staff carry out prior risk assessment on all young people in the event that they may become missing and permissible sanctions may be used to counter absence from the home without permission.

The Registered Manager maintains clear written policies and procedures to address negative behaviour. All staff receive mandatory training in dealing with adverse behaviour and all staff are aware of the permissible sanctions. Sanctions may be used to modify behaviour, but the staff generally use discussion and negotiation to address negative behaviour. Sanctions are reasonable and proportionate and punitive measures are seldom used.

Detailed and comprehensive risk assessment is carried out in respect of each young person. Foreseeable risks such as missing from the home and other risk-taking behaviours are specifically assessed. Risk assessment is clear, detailed and insightful and makes explicit how the diverse and individual behaviour of a young person may impact on risk. The home has an up-to-date

fire risk assessment and health and safety audit, which include installation and equipment checks. Regular fire evacuation drills and testing is in place and this is effectively overseen by the Registered Manager.

All visitors are monitored in the home and visitors are requested to sign in and out of the building. No visitor is allowed unsupervised access to the home or young people. All staff members undergo rigorous reference checks and statutory employment checks. A formal and established human resources team monitor all new applications and a recruitment panel, which includes the manager, is assembled for any prospective staff member.

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.

Independence planning has begun in the home and assessment of the young people's skills has commenced. It is evident that young people are being supported to develop existing skills and learn new ones. It is also apparent that young people are supported inside and outside of the home with learning skills of independence and the standard of this support is good. Planning and structure is, however, unclear and it is not evident that staff are working in a focused manner. Records are emerging and major development in this important area is underway.

The home is well maintained and staff work hard to ensure that the kitchen and food preparation areas are clean and safe. The home presents as a well-maintained family home. It is suitable for the young people accommodated and staff and the manager have maintained this as a pleasant family home. It is evident that staff take great pride in the presentation of this home.

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 particular attention is paid in preparing children for leaving care and to the continuing needs of the young person to develop practical, daily life knowledge and skills. (National Minimum Standards 6.6)