

Inspection report for children's home

Unique reference number	SC024808
Inspection date	24 September 2009
Inspector	Martha Nethaway
Type of Inspection	Random

Date of last inspection	24 April 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 home is registered to accommodate up to four young people of either gender from 14 to under 18 years of age. The majority of the young people participated in the inspection visit. The service is owned by a private company. The home is a semi-detached property situated in a residential suburb.

The purpose of the home is to offer young people a service that provides semi-independent living in a supported environment. Young people are supported to gradually develop sufficient practical independent living skills and emotional maturity to move on to a more independent setting.

Summary

This inspection was an interim unannounced visit. At the previous key inspection the home was judged as achieving overall good outcomes. Good outcomes were being achieved in being healthy, staying safe, enjoying and achieving, positive contribution, economic wellbeing and organisation.

The outcome group for staying safe is judged at this inspection visit. Informal discussions were held with young people, staff and management.

The overall quality rating remains good and there are good outcomes being achieved with keeping young people safe.

There is one action being set as a result of this inspection visit which relates to how the home records the action taken and outcomes related to external complaints about the home.

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, there were no actions or recommendations set.

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.

Staff clearly identify factors which assist and impede young people's transition into independent living. Young people are learning the skills to help them with their readiness and personal maturity to cope with independent living. They are provided with advice and guidance related to accommodation, finance, training and employment. Staff provide good support, advice and guidance to young people. Staff assist young people through a positive partnership about understanding the safeguards that help protect their welfare. Staff encourage young people in evaluating how risk taking behaviours affect them. All staff have received training related to child protection and safeguarding so that they understand their role and level of responsibility within the safeguarding agenda for the home.

Young people are well informed about how they can raise a complaint about the home in terms of the support and guidance provided. Records show that young people consistently do not resort to using the complaints process. However, they regularly engage with key workers sessions to raise and resolve queries. The home has got a central complaints log for external complaints and this shows a consistent level of activity related to unacceptable noise levels. The records do not comprehensively detail the action taken and the outcome of the complaint. Consequently, the records do not demonstrate that the complainants receive a response or that the quality assurance monitoring for the home has picked up areas for suggested improvement.

Young people's right to privacy is respected and promoted. They are encouraged to have a key to their own bedroom. Confidentiality is sensitively managed by staff. Young people can access a telephone for their personal use and there are suitable guidelines about the use of mobile phones. Young people are aware when the procedure for room searches can take place and records show a consistent approach within the home's policy.

Young people living at the home do not experience bullying. Young people are well educated to understand the effects of bullying and staff are very vigilant with ensuring that incidents are dealt with immediately. Young people are encouraged to treat each other with respect and consideration.

Young people do go missing from the home without the permission of staff. Records show that they are correctly referred to external agencies. Staff encourage young people to develop a proper awareness that going missing places them at greater risk. Staff intervention has been successful with some young people by the good action taken to tackling the underlying problems.

Young people are encouraged to develop good social networks and relationship skills. They are motivated to build and maintain relationships with others. Staff engender a positive approach and this helps raise young people's self-esteem. All staff are trained in the use of physical intervention but in practice this is rarely used at the home. Sanctions are used by staff so that young people reflect about when things go wrong and about how young people can put things right.

The home continues to protect and support young people in matters related to health and safety. Staff maintain a safe environment and they ensure they comply with health and safety legal requirements. All young people have an individualised risk assessment so that staff are able to reduce and prevent harm for young people. Young people are further protected because they have regular opportunities to participate in fire evacuation drills.

The staff recruitment and selection checks were completed at the head office at the end of June 2009. Senior management continue to ensure that the home's recruitment and selection procedures are followed. No staff are employed at the home without the correct and suitable level of pre-employment checks. This ensures that staff are deemed suitable to work with vulnerable young people.

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
16	ensure that a written record is made of any complaint, the action taken in response, and the outcome of the investigation. (Regulation 24 (5)).	30 October 2009

Recommendations

There are no recommendations.