

Inspection report for children's home

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Inspection date	20/01/2012
Inspector	Denise Jolly
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	02/08/2011
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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 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection (March 2011)*.

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Service information

Brief description of the service

The home cares for children and young people from birth to aged 17 years. The home is divided into two houses close by one another. One house specialises in caring for children with learning disabilities. The other house cares for young people with emotional and behavioural difficulties, and there is also a mother and baby unit within this house. The service is owned by a voluntary organisation.

Progress

Since their previous inspection the service is judged to be making **good** progress.

At the last full inspection the home was judged as good. The children's home has demonstrated continued improvement in the quality of care and outcomes for children and young people. All requirements and recommendations from the last inspection have been met. This means young people are protected by robust procedures for managing those who go missing; staff collect views from young people who are subject to sanctions or restraint, and they inform all authorities of significant events. A revised Statement of Purpose and children's guide provides accurate details of how children can complain. As a result of a diverse and well attended staff training programme, staff better understand and support individual needs.

Relationships between staff and young people are very warm. Staff help young people to make progress to develop a positive self-view, emotional resilience and knowledge and understanding of their background. Young people experience stability and consistent care practice in a placement that provides time to explore and make mistakes and allows their lives to improve.

Managers stimulate the enthusiasm of staff and channel their efforts effectively in delivering a strong, child-focused service that is conducive to young people fulfilling their potential. Young people have aspirations, are engaged in education and prepare for successful transition to independent life, equipped with the skills necessary to participate in the wider community as a young adult.

Young people's views are gathered in daily interactions, reflective practice and young people's meetings, and they are able to influence the home's operation. All young people say the best thing about the home is the staff, and that they are treated with affection and respect. Young people say they feel very safe in the home, and are listened to very well by staff who work hard to meet their needs and wishes. Good outcomes are achieved.

Quality assurance systems are used to monitor the operation and management of the home, young people's welfare and progress, and the home's records. Monitoring

systems comply with the requirements of Regulations 33 and 34. However in the future, young people may experience difficulty in accessing some records as they are not well organised and lack clarity. In addition, the children's guide is not yet accessible to those who have communication difficulties. These minor shortfalls do not affect the progress young people make or the care they receive.

Areas for improvement

Recommendations

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

- ensure that where a child requires it, the guide is available when appropriate through suitable alternative methods of communication, e.g. pictures (NMS 13.6)
- ensure information about the child is recorded clearly and in a way which will be helpful to the child when they access their files, with particular regard to the records of restraint.(NMS 22.5)