

Inspection report for Children's Home

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Inspector	Sonya Robinson
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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 outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

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

The home cares for children and young people from the ages of birth to 17 years. The home is divided into two houses close by one another.

The first is a detached house that provides accommodation over two floors. The house is split into three groups and includes a mother and baby unit. The house has space for young people to access shared and private space.

The second property is a detached property and also provides accommodation over two floors. Both houses are situated in a residential area within a village, close to leisure facilities, local amenities and transport links.

Summary

The overall quality rating is good.

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

During this interim unannounced inspection the home's response to the actions and recommendations made at the inspection in August 2010 were discussed. In addition, staying safe was also examined and continues to be judged as good.

The young people who live at this home achieve good outcomes from their placement. Staff provide a safe and nurturing environment. Young people are given a range of opportunities to develop independence.

The home has made good progress since the last inspection. As result of this inspection, one good practice recommendation, in relation to the recording of all meals served, has been made.

Improvements since the last inspection

At the last inspection, three actions and five recommendations were made.

The actions were in relation to staff photographs being retained on their personnel records, placement plans being in place for a young person, and an admission and discharge register being in place within the home. These have all been completed and maintained as and when required.

Recommendations were made with regards to maintaining an accurate and clear record of all sanctions and physical interventions imposed on young people. Records are much improved and they now meet the standards.

A recommendation was made about some maintenance issues within the smaller

house. These have been completed and this house has received a new kitchen, new front gates and further play equipment within their garden. This has enhanced the accommodation as well as the care and safety of the young people placed.

Further recommendations were made about Ofsted's details being added to the young person's guide and individual staff supervision being maintained. Both of these have been completed. Finally, a recommendation was made to ensure that a record of menus served is maintained. This recommendation is raised again as the recording of meals served is not consistent across all units.

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.

Young people's privacy and dignity are promoted. They have single bedrooms with their own keys. The accommodation provides space where young people can relax easily and spend time alone when they wish. Sensitivity is given to gender issues regarding personal care needs to protect young people's dignity. Staff respect young people's privacy consistent with good parenting and the need to protect young people. Confidential information is held securely in the office.

The home makes sure that young people have access to information about their rights and how to deal with their concerns through the complaints procedure. Staff encourage young people to talk to them if they are unhappy or worried about anything. Staff are aware of the potential for bullying. They provide young people with a good level of supervision and are vigilant in identifying any problems. This ensures that young people are clear that bullying is not acceptable and that staff act to address any problems, such as discussions on a one-to-one basis and through young people's meetings.

Young people's welfare is actively promoted and safeguarded. Where there are safeguarding issues, there are systems in place to safeguard young people, and staff work effectively with relevant external agencies. Staff fully understand their roles and responsibilities to promote and safeguard young people's welfare. They are familiar with the home's safeguarding policies and are suitably trained in child protection.

Staff provide young people with good advice about personal safety and work positively with young people. Where there are concerns regarding young people going missing from care, the home works openly with relevant agencies and takes action to protect young people. This includes maintaining contact on mobile phones and supporting young people to move to other placements if necessary in a positive way. The home keeps accurate written records of all serious events and the action

taken by staff to protect young people.

Staff act as positive role models and use effective communication skills to encourage young people to develop socially acceptable behaviour. Staff place great emphasis on building positive relationships with young people and understanding young people's behaviour. Young people have clear and consistent boundaries and know what is expected of them and what is unacceptable. Staff work with young people to help them understand that the skills they learn at the home are to help them prepare for adult life with their baby. Staff also encourage young people with learning or emotional difficulties to participate in community activities in a variety of settings to build on confidence and independence skills in a supportive manner.

Young people live in a safe environment. The home addresses health and safety issues through a range of risk assessments. They identify hazards in and around the home as well as risks faced by individual young people including undertaking activities. Staff carry out regular health and safety checks, including fire safety systems, to make sure that the home is a safe place to live. Appropriate safety certificates are also in place for the relevant utilities.

Young people are well protected by thorough staff recruitment practices that are designed to ensure all staff recruited to work with young people are suitable to do so. Additionally, there is a robust approach to the vetting and supervising of visitors which also helps ensure young people are kept safe.

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?

Recommendations

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

- ensure that a record of menus served is maintained. (NMS 10.4)