

## Inspection report for Children's Home

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| <b>Unique reference number</b> | SC025664        |
| <b>Inspection date</b>         | 04/03/2011      |
| <b>Inspector</b>               | Caroline Wilson |
| <b>Type of inspection</b>      | Random          |

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|--------------------------------|------------|
| <b>Date of last inspection</b> | 20/07/2010 |
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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 is one of three care homes provided by the company. It is a three bedroom, mid-terrace property located in a residential area, close to public transport, shops and leisure facilities. The home is registered to provide accommodation for up to three young people aged from 11 to 17 years on admission. Young people occupy single bedrooms. Care provided by the home has an emphasis on supporting young people to develop skills for independent living and the younger age range have not recently been accommodated in the home.

### **Summary**

The overall quality rating is good.

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

This random, unannounced inspection focused on whether the actions set at the previous inspection had been met as well as monitoring how well the home kept young people safe.

The staff demonstrate a good understanding of the young people in their care and how their needs have been met in relation to keeping them safe. For instance, staff's understanding of the vulnerability of young people who may be missing versus those who were unauthorised absent was very good and demonstrated how well they knew the young people in their care. In addition, staff respect young people's privacy, but were clear of instances where safeguarding matters would supersede this. Records seen demonstrated that there was regular monitoring of processes to ensure that staff could monitor the progress of young people, in particular what methods were effective and those that were not. Young people enjoy good warm relationships with staff. Staff view young people in a positive light and work well to ensure that their welfare is safeguarded and promoted.

### **Improvements since the last inspection**

At the previous inspection actions were set as fire risk assessments had not been reviewed within a reasonable timescale and that the recording of the administration of medication was remiss. Improvements have been made to both of these regulations. A fire risk assessment has been in place for a number of months, which ensures that any risk of fire is minimised. Records of the administration of medication is now robust and promotes the health needs of young people.

## **Helping children to be healthy**

The provision is good.

Young people's health needs are safeguarded and promoted in relation to the safe administration of medication and in terms of them living in a healthy environment and their health needs being met. There have been improvements in the recording of medication that is administered to young people. This is now documented and signed in accordance with regulations, for instance, records now show when homey medication is no longer needed. Records now clearly evidence young people's attendance at health appointments and the outcome, including whether a follow up appointment is needed. The importance of taking responsibility for health matters for prevention purposes are regularly discussed with young people, who persistently avoid well-being checks such as looked after children medicals. This is particularly in relation to young people who are of an age and understanding where they can choose to see a doctor if they wish. Relevant risk assessments in respect of this as well as discussions being held with those with parental responsibility ensure that the young person's good health is promoted.

## **Protecting children from harm or neglect and helping them stay safe**

The provision is good.

Staff have regular discussions with young people in relation to the behaviours that are expected of them. For instance, young people are aware that if they do not attend school regularly, they may be sanctioned for this. Young people sign to state that they have read the house rules and that they are aware of this likely outcome if they do not adhere to this. Sanctions mostly result in the loss of good behaviour bonuses. It is difficult for the home to monitor the overall effectiveness of the use of sanctions as they are recorded in a number of different documentation.

Improvements have been made to the recording of fire safety. Fire safety checks have been undertaken within relevant timescales, and risk assessments are undertaken by an external company on a regular basis. Staff attend training in relation to fire safety which provides them with a good understanding of how to prevent a fire or in the event that one occurs an understanding of the necessary action to take. All other health and safety risk assessments are in place which ensures that young people, staff and visitors are in a home that provides physical safety and security.

Young people who are missing are protected in line with the home's processes and local reporting procedures. Staff undertake comprehensive risk assessments in relation to young people's vulnerability so that they can ensure that young people are reported missing at intervals that are appropriate to their individual needs. Staff keep in regular contact with young people who are absent without authority in order that they can monitor their safety and report them missing should the need arise. The home works in partnership with the police, guardians and relevant parties to notify them of the young people when they are missing and when they return. Young

people are treated positively on their return and they have the opportunity to discuss matters that may have caused them to go missing in the first instance with staff.

Young people feel confident in being able to manage any incidences of bullying that might occur. Staff have regular discussions with young people about the importance of respecting one another in order to create an atmosphere where young people feel safe with one another. Staff are alert to the signs and symptoms of bullying, this knowledge is backed up by the home's policies which set out what steps can be taken to safeguard the welfare of young people who may be bullied.

Young people have the opportunity to make a complaint if they are unhappy about any aspect of living at the home. The home's complaints procedure is robust and the complaints book is regularly monitored by senior management to ensure that any complaints made are addressed as set out in the procedures. This includes ensuring that they are met within timescales and that young people are aware of the outcome.

Young people's dignity and privacy are respected. Staff are aware of the tensions between the young people's need for privacy and the home's need to protect their welfare. Young people are clear of the instances where staff may enter their rooms without their permission, for example, where young people or others may be at risk. Staff take young people's privacy seriously and will investigate when rooms may have been entered inappropriately.

Ensuring that young people's safety and welfare is promoted is of paramount importance to staff. Staff are regularly trained to ensure that they understand and to ensure that they provide appropriate responses to any allegations or suspicions of abuse. Good systems are in place to respond to any allegation of abuse.

Young people are protected by the monitoring of visitors to prevent them from being exposed to potential abusers. Visitors sign in and out and are not allowed unsupervised access to the home without the necessary Criminal Records Bureau checks.

### **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.