

Inspection report for children's home

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Inspection date	10/01/2013
Inspector	Tola Akinde-Hummel
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	02/07/2012
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Service information

Brief description of the service

The provider is a registered childcare charity and housing association. They provide care and accommodation for up to eight children and young people from the London borough in which they are situated.

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.

Progress

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

The home had a full Ofsted inspection in July 2012. The overall effectiveness of the service was judged as good.

The home has addressed the three recommendations made at the previous inspection. These relate to improving young people's understanding of sanctions, clear records of medication administration and the inclusion of waking night staff in team meeting discussions. Records of young people's meeting show that staff have discussions with young people about anti-social behaviour and language. Young people are encouraged to engage in discussions with staff to think about the impact of inappropriate behaviour. They are developing the understanding that sanctions are a last resort and that individual circumstances sometimes influence the type of sanction imposed. Young people are expected to think about what would be a reasonable sanction if they do not behave appropriately. Records show that when sanctions are considered, young people have the opportunity to put things right first. The number of sanctions in the home suggests that this approach is effective. Records of medication are clear and easy to follow. The new filing system makes tracking straightforward, with regular monitoring and sign off by the manager. The

permanent waking night staff team member is attending some team meetings. This has allowed a better flow of information between day and night staff. In addition, the young people are settling much better than previously. This has been substantiated by the reduction in notifications from the home to Ofsted about incidents that occur during the night.

The home is very settled following a brief but significant period of instability with the group of young people. Staff worked very hard to manage the situation and provide reassurance to the young people. It was acknowledged by young people that they and the staff were not treated with the care and respect they had grown used to. Staff and young people debriefed and reflected on the situation and have restored the sense of calm.

The home provides a safe and caring environment for young people to live and develop. The home's manager and staff team have continued to maintain strong relationships with its partners. They are proactive in ensuring the safety of young people in the home by engaging the police and specialist health, education and social services to work with the young people. They make valuable contributions to professional and strategy meetings to ensure the network is appraised of any significant developments. This way of working together means that young people always have a holistic approach to their care and support.

The staff are firm, fair and consistent with young people. They offer time for them to discuss any issues they have while ensuring they understand the importance of taking responsibility for their personal development. One young person stated, 'I am doing really well with my budgeting, shopping and cooking.' Young people participate in the plans for their future and are able to give their opinion about what should happen next.

One recent arrival in the home confirmed that they are happy and well looked after there. They have been fully inducted to life in the home. Relationships with staff and young people are reported as positive and friendly. This was confirmed by another young person, who expressed that young people welcome one another and make newcomers feel at ease. The home is at maximum capacity.

Communication with young people is a strength of the home. Meetings with young people enable frank discussions to take place about the running of the home, any incidents and their feelings. They also discuss particular topics such as social media communication, violence and aggression and plans for the future. The neighbourhood police periodically visit the home and converse with the young people.

The home has recently introduced monthly awards to recognise the efforts young people make. The young people have agreed four categories with staff which cover education, manners, behaviour and housekeeping. A recent 'resident of the month' competition was organised by staff. Young people made a poster with text that summarised their impression of the home. This was positive in the way young people viewed the home and the effect it has had on their progress.

Young people take part in activities of their choice. Since the previous inspection, two young people visited a prestigious university with a member of staff. Young people specify their interests in future employment and training and staff help them to realise their ambitions.

The home is implementing the targets set in its annual development plan, which includes strengthening the current staff team and utilising their skills.

Notifications received by Ofsted are timely and demonstrate that appropriate action is taken by the home to address issues identified.

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*.