

Inspection report for children's home

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Inspection date	16/02/2012
Inspector	Stella Lovie
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	18/11/2011
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Service information

Brief description of the service

The children's home is run by a charity and provides accommodation for up to two young people on a medium- or long-term basis.

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 was judged to be satisfactory at the full inspection in November 2011. There were four requirements made, all of which have been met. There were seven recommendations made to improve the quality and standards of care. Almost all of these have been met.

Young people are making good progress in developing their emotional resilience. This is helped by consistent structures and routines that lower young people's anxiety. As a result, there is significant reduction in aggressive incidents, and restraint has not been necessary since the last inspection. This is assisted further by the provision of more stable staff rota arrangements which are promoting better continuity of practice. Young people, consequently, feel more secure and confident in the care that they receive. As external stakeholders comment, 'The staff are really important to (name). He's having the most settled period in his life he's ever had. Prior to coming here his life was in chaos.'

Young people are benefiting from the introduction of a strongly visual reward system. It provides easily understood incentives around behaviour and achievements. This encourages young people to feel confident about themselves and

to express choice over particular rewards they would like to have.

The evident improvements in the quality of care are driven forward by effective management of the home. The acting manager has applied to become the Registered Manager and has amended the Statement of Purpose accordingly. She has improved the quality assurance arrangements to ensure a qualitative focus on systems and care practice in the home. For example, the restraint records have been updated in line with the national minimum standards. This ensures that staff are operating within a clear and unambiguous policy about the use of restraint, including the need to call on medical assistance for young people as required. The improvement agenda is underpinned by an annual team development plan that has clear targets with timescales. This helps to promote a culture of continual progress.

Staff have received specialist training which is helping them to understand and meet the needs of young people in relation to specific medical conditions. This means that young people are better able to communicate as they are being cared for by people who can understand their needs and have the relevant skills to listen. Placement plans now clearly reflect the day-to-day care of young people, particularly regarding medical conditions.

The acting manager continues to ensure that all staff receive regular supervision which encourages their development and consistency of practice. However, the supervision records do not always include the signature of the member of staff.

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 the record is signed by the supervisor and the member of staff at the end of the supervision. (NMS 19.5)

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)*.