

Inspection report for children's home

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Inspection date	27 January 2010
Inspector	Joseph Hobson
Type of Inspection	Random

Date of last inspection	12 May 2009
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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 outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

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

This home is a three bedroom, semi-detached house with gardens at the front and rear. There is a lounge, kitchen, dining room and three upstairs bedrooms and a bathroom with separate toilet. The home is situated on a main road and there are nearby links to public transport. The purpose of the home is to offer long-term care for two young people.

Summary

This unannounced, interim inspection was undertaken over one day. The focus was to assess the home's ability to safeguard young people's welfare. Improvements made since the last inspection were also looked at.

This home is outstanding at ensuring that young people's welfare is effectively safeguarded. However, the overall quality rating has not changed as not all key standards across all outcome areas have been inspected.

The home's policies, procedures and guidance for protecting young people from abuse are comprehensive. Staff know these procedures well and the action needed to protect young people from abuse.

The home is particularly effective at helping young people develop socially acceptable behaviour. Staff are well trained in, and employ, effective strategies which ensure that physical intervention is rarely used. Confidentiality and privacy is maintained and complaint procedures are known to young people. Environmental risks are assessed and as far as possible eliminated. Robust recruitment and vetting procedures ensure only suitable adults work at the home. These measures combined, significantly contribute to safeguarding the welfare of young people living at the home.

No new recommendations or actions were identified at this inspection.

The overall quality rating is good.

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

Improvements since the last inspection

The home has met the four recommendations made at the last inspection. Local Safeguarding Children Board procedures are in place ensuring that staff have access to the guidance they need to protect young people. Young people have access to advocacy services and arrangements are in place to appoint independent visitors for those young people who require them.

Staff have been trained to help support young people deal with the impact of being in care. Rota changes mean that young people can now maintain employment and activities into the late evening.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

Staff work effectively to ensure that young people's privacy and confidentiality are not compromised. Young people's information is kept confidential and stored securely. Staff take appropriate steps to ensure that conversations about young people's care are not overheard by other young people and visitors. There are good systems in place to ensure that information is imparted to individuals on a need to know basis, and only once identity has been verified. Young people reported that staff are respectful of their personal space and knock before entering their bedrooms. They also said that staff keep information about them private.

There are good systems and appropriate procedures in place to deal with complaints and concerns raised by young people. Complaints information is given to young people upon admission. Young people said that they know how to make a complaint and considered that staff work hard to resolve their concerns. The home maintains a good record of all complaints received and outcomes of investigations. There have been no complaints made since the last inspection.

The home has comprehensive policies, procedures and guidance for dealing with safeguarding concerns. These are complemented by the Local Safeguarding Children Board's procedures, which the home now maintains a copy of, meeting the recommendation made at the last inspection. Staff are well trained and demonstrated a very sound knowledge of these procedures and the action needed to safeguard young people's welfare. Additionally, the home has developed a significant number of in-depth and individualised risk assessments to identify and manage potential risks to young people's welfare.

Staff take effective steps to reduce the incidence of bullying at the home. They are well trained in conflict resolution, which includes a significant element about dealing with bullying. There are good systems to record and monitor all incidence of bullying. There have been no recorded incidents since the last inspection. This was confirmed by a young person who said, 'No there is no bullying. I suppose if I was bullied I would talk to the staff. But I am not bullied, so do not need to.'

The home has good procedures and systems to report and record when young people go missing or are absent without authority. The procedures include debriefing young people upon their return. There have been two incidents when young people have been reported absent since the last inspection. Both of these were appropriately reported and a good record kept.

Arrangements to report notifiable events relating to young people's welfare to the regulator and other agencies, are in place. The home has made one notification to the regulator since the last inspection.

Support to help young people develop socially acceptable behaviour is commendable. There are comprehensive policies and guidance available to staff in respect of the management of challenging behaviour. The home places a strong emphasis on distraction and diffusion when dealing with young people's challenging behaviour, using restraint as a last resort. There has been one incident of restraint since the last inspection. A number of positive reinforcement programmes are in place, which are particularly effective in promoting good behaviour. The home's risk assessments and behavioural plans are detailed and individualised. Staff are well trained in restraint, dealing with challenging behaviour and conflict resolution, which provide them with a wide range of skills and effective intervention strategies to support young people

at times of crisis. Sanctions imposed on young people are all permissible. Records of these, and of restraints, meet with the requirements of regulation.

The home has excellent policies, procedures and risk assessments to identify and eliminate risks to young people's welfare. The building is well maintained and checks are made of safety and emergency equipment. Regular fire evacuation drills are held and staff are trained in fire safety. The home has all of the required gas and electrical installation certificates in place. Regular monitoring is undertaken by the management to ensure that the home remains a safe environment for young people to live.

Robust recruitment, selection and vetting procedures ensure that young people are protected from abuse by staff. These measures, together with effective systems to vet and monitor visitors, ensure that only adults who are suitable have access to young people.

Helping children achieve well and enjoy what they do

The provision is not judged.

Helping children make a positive contribution

The provision is good.

The home has taken effective steps to ensure that young people receive advocacy support. Arrangements have been made for both young people to have independent visitors, meeting the recommendation made at the last inspection.

The outcome judgement has not been changed as not all of the key standards have been inspected.

Achieving economic wellbeing

The provision is not judged.

Organisation

The organisation is good.

Since the last inspection staff have been trained to meet the practical needs of young people arising from their disability, faith, culture and the impact of being looked after. Alterations to the staff rota also now ensure that staff are deployed to support young people's ability to maintain employment and activities into the evening.

Not all of the key standards have been inspected in this outcome area, therefore the judgement has not been changed.

What must be done to secure future improvement?

Statutory requirements

This section sets out the actions, which must be taken so that the registered person meets the Care Standards Act 2000, The Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
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Recommendations

There are no recommendations.