

Inspection report for children's home

Unique reference number	SC026991
Inspection date	9 July 2010
Inspector	Jacqueline Malcolm
Type of Inspection	Random

Date of last inspection	27 January 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 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 service is maintained by a nationwide independent company. The children's home accommodates four children of either sex, aged between nine years and 17 years. The service provides medium to long term care for children with attachment disorders.

The premises provides shared space for the group, which includes lounge and diner, a second lounge, kitchen, garden and bathing facilities.

Summary

This was an unannounced random inspection to check on the progress made on the recommendations made at the last inspection. The outcome area of staying safe was also checked to ensure that young people are kept safe.

This is a homely and nurturing environment for young people to live. Young people get excellent care and support by a highly competent, committed and stable staff team who meet their individual needs to a high standard.

No actions or recommendations were made at this inspection. One recommendation from the last inspection remains with respect to medication records.

The overall quality rating is outstanding.

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

Improvements since the last inspection

The home has made good progress to meet the good practice recommendations made at the last inspection. A new washing machine has been installed in the home, reducing the need for staff to do laundry elsewhere. Work is due to start on the external parts of the building to ensure that young people continue to live in a well maintained home.

The format of the medication administration records has been reviewed, to ensure sufficient space for date and day entries. However, this has not yet been implemented.

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.

Young people's privacy, dignity and confidentiality are very well respected. Staff knock on young people's bedroom doors and wait for a response before entering their rooms. There are clear policies and procedures that ensure room searches are appropriately undertaken. The young people's guide provides details about how room searches will be conducted. Young people can use the telephone in private and their information is stored in a secure environment.

Young people are familiar with the complaints procedure and know how to complain. Staff promote a highly transparent environment that helps young people feel comfortable about expressing their dissatisfaction about any aspect of their care. Key workers provide excellent

support to young people. They talk through any issues they have, which reduces the numbers of complaints and ensures that young people feel listened to. One complaint has been made since the last inspection. This was promptly and appropriately dealt with to the young person's satisfaction.

Young people are safeguarded by excellent safeguarding policies and procedures. Their welfare is given a high priority and safeguarding practices are regularly revisited and reviewed. Staff are appropriately trained so they know what action to take if a young person makes an allegation of abuse. The safeguarding procedures have been updated to include the role of the Local Authority Designated Officer (LADO) who is available to offer support and guidance. There has been one safeguarding concern notified to Ofsted. This was managed through the local safeguarding board and has been successfully resolved.

Young people are safeguarded from bullying. There have been no major bullying incidents at the home for some time. However, staff are acutely aware of the potential for young people to bully and closely monitor. Young people are actively supported to manage their moods and feelings and are helped to understand the impact that their behaviour may have on other people. Staff also encourage an open atmosphere where open discussions can take place about bullying. Young people are able to manage their behaviour when they are well informed about the effect their behaviour may have on others.

There are clear protocols in place in the event that a young person goes missing from home without consent. These are suitable and understood by staff. No young people have gone missing from the home for some time. The arrangements safeguard young people and promote their welfare.

Young people are afforded a high level of stability in the home and they have close, positive relationships with staff. Clear, consistent boundaries and routines ensure that young people know the expectations and good behaviour is promoted. Staff are trained in an approved behaviour management technique to ensure their behaviour management skills are enhanced, well developed and promote de-escalation. All young people have individual positive handling plans so staff know how to respond to certain behaviours. They are regularly reviewed and monitored. Physical interventions are relatively few and done as a last resort in a way that keeps young people safe. All incidents are appropriately recorded and monitored. Positive incentives promote good behaviour and demonstrate how young people's positive behaviour is recognised.

Young people live in a safe environment that promotes their safety and welfare. Young people benefit from detailed risk assessments, which are regularly reviewed and reflect their needs. Health and safety risk assessments, including the fire risk assessments are up to date. Fire prevention checks are regularly undertaken and are in order. These measures indicate that health and safety is given a high priority and is positively promoted.

There have been no new staff recruited to this stable staff team. Robust recruitment processes ensure young people are cared for by suitable staff. All existing criminal record bureau checks for staff are up to date. The manager is trained in safer recruitment and is involved in the interview process. Visitors to the home are properly checked before they can enter the home. These measures ensure that young people are not exposed to people who may pose a risk to them.

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?**Statutory requirements**

This section sets out the actions, which must be taken so that the registered person meets the Care Standards Act 2000, The Childrens 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

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

- review the format of the medication administration records, to ensure that sufficient space is allowed for date and day entries. (NMS 13.2)