

Inspection report for Children's Home

Unique reference number	SC028598
Inspection date	28/02/2011
Inspector	Sandra Jacobs-Walls
Type of inspection	Random

Date of last inspection	20/09/2010
--------------------------------	------------

© Crown copyright 2011

Website: www.ofsted.gov.uk

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

You can obtain copies of The Children Act 2004, Every Child Matters and The National Minimum Standards for Children's Services from: The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

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

This home provides long-term residential placements to four young women aged between 14 years and 18 years old. The home extends its services to now offer care and support to expectant and young mothers. Young women are able to reside at the home with their babies. The service offers an outreach support service to young people 16 years old and upwards who have moved on to independent accommodation. The home provides services which prepare young people to achieve self-sufficiency, self-reliance and develop independence.

The home has easy access to all local amenities including a local shopping centre and has excellent transport links. The service provider is also the Registered Manager for the home. The home's premises offer en-suite facilities to each bedroom.

At the time of the inspection, two young women were in placement at the home, however, neither young women were available to participate with the inspection process.

Summary

The overall quality rating is good.

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

At this unannounced interim inspection, key standards in staying safe were inspected. The service continues to prepare well to offer services under its new remit to provide placements to young women who may be either pregnant or are new mothers with babies.

This is a good service. Staff ensure that young people's privacy and dignity are maintained and staff pay good attention to issues of safeguarding. The home has a robust complaints procedure and there are strategies in place to address bullying and behaviour management issues. The premises provide physical safety and security and staff vetting procedures are robust. Young people benefit from the strong leadership of the home's management structure.

Improvements since the last inspection

The previous inspection resulted in seven actions and three recommendations. The actions related to health care and safeguarding policies, medication practices, the purchase of baby equipment, staff vetting, further development of the children's guide, and monitoring reports. The recommendations focused on storage of medication, the further development of the home's medication policies and the review of overnight staffing patterns. This inspection finds that all outstanding issues have been resolved satisfactorily.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Staff help keep young people safe while they are in placement at the home. Staff ensure that young people's information is confidentially handled. Young people's records are stored securely in the office and staff have clear guidance which covers required aspects of privacy and confidentiality. Staff have access to good written guidance that relates to room searches and young people's access to file information. The home has excellent washing and bathing provision as all bedrooms have en-suite facilities. This ensures young people's privacy when washing.

Young people, staff and others benefit from the home's comprehensive complaints policy and procedure. Young people are aware of these procedures, as key information is available in the young people's guide which staff provide upon the young women's admission to the home. Other stakeholders are able to access readily the home's complaints procedure and the Statement of Purpose which outlines the complaints process. Since the last inspection, the service has received one complaint which was managed promptly and in accordance with the home's complaints procedures.

The staff group has access to clear and comprehensive child protection and safeguarding guidance which is supplemented by ongoing training. The home's staff meetings review periodically child protection practices. There have been no reported incidents of a child protection nature since the last inspection. Staff maintain good records of all significant incidents and these are reported consistently to Ofsted and other relevant bodies.

Staff have access to clear written guidance with regards to bullying. The home does not tolerate this form of behaviour and this is made clear to all young people in placement at the home. Equally, the home has clear protocols in place to address young people who are absent from the home without permission. Young people are made aware of these protocols and staff record well all instances when young people are deemed missing and any subsequent action taken.

The home has clear behaviour management policies in place and these are well known to the staff group. Young people are also very aware of the home's expectations of their conduct and the consequence of poor behaviour. Staff make use of sanctions to address unacceptable behaviour and the service has a rewards system in place to encourage positive behaviour. Managers have developed a new recording tool to document all imposed sanctions. However, records do not allow for

actual staff signatures, which is important for verification purposes. Equally the new recording tool does not include information about young people's views with regards to the imposed sanction. This is important to facilitate understanding about the home's boundaries and expectations and to elicit young women's views about the consequences of their behaviour.

Staff's use of physical intervention is very rare in the home. The last recorded incident of restraint was in 2008. Staff confirm that they have not all completed the required training, which is important to ensure that physical intervention, if necessary, is conducted safely.

The home's premises provide physical safety and security. Staff are diligent in ensuring that there are sound fire precaution measures in place and they maintain good records that confirm that fire equipment and systems are tested regularly for faults. Staff conduct fire drills regularly and relevant building risk assessments are in place.

With regards to staff vetting, the previous inspection highlighted weaknesses in the home's recruitment of new staff. Some staff personnel records did not evidence full information as required. This inspection notes that all previously missing information is now evident; young women in placement benefit from the home's staff recruitment practices.

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/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

Std.	Action	Due date
22	ensure that all persons employed receive appropriate training in physical intervention (Regulation 27(4)(a))	01/06/2011
22	ensure a written record is made of any measure of discipline used which includes the signature of a person authorised by the registred provider to make the record. (Regulation 17(4)(g))	02/05/2011