

Inspection report for children's home

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Inspection date	21/02/2012
Inspector	Thomas Webber
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	24/08/2011
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Service information

Brief description of the service

This children's home is one of two run by a limited company. It provides care and accommodation for a maximum of four young people of either sex with emotional and/or behavioural difficulties.

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 overall quality rating for this service was judged as good at the last full inspection in August 2011. Two requirements and a recommendation were identified then. The Registered Manager has taken positive action to fully comply with both requirements and address the recommendation.

The case records of young people now include all the required information as set out in Schedule 3. The young people's information booklet has also been updated to provide more information about the home's use of reparation as a disciplinary measure. Any concerns about the welfare or safety of young people are now promptly reported to their respective placing authority. Young people benefit from living at a home which is extremely well managed. The Registered Manager demonstrates clear and effective leadership. This ensures that young people enjoy stability and consistency of care. The manager is seen as being very approachable and supportive, which is much appreciated by staff.

There are excellent staffing levels throughout the day and night. These ensure that the individual and collective needs of young people are met. They benefit from being

looked after by a stable staff team who are trained and competent to meet their needs. Staff are extremely positive about their opportunities to develop knowledge, expertise and competence through undertaking a range of training. Young people benefit from receiving regular specialist input to deal with specific issues. Excellent and regular clinical oversight provides staff with opportunities to raise and discuss particular concerns relating to young people. It also provides guidance to on how to manage specific situations. Young people live in an environment where warm, caring and supportive relationships exist between them and the staff. Young people are very appreciative about the care and services provided and commented positively about their experience of living at the home. Young people are relaxed and at ease in the company of staff and within their environment.

There are clear well-established policies and procedures for dealing with complaints. However, the date is not recorded when complaints are completed and the home does not consistently record whether young people are satisfied with the action taken by the home. Young people are well aware of how to complain and are fully supported to raise any concerns openly. A clear and robust anti-bullying policy is established which is conveyed to young people. Effective measures are taken to protect young people from bullying and intimidation. However, young people have been concerned about the bullying and controlling behaviour recently displayed in the home, despite the attempts of staff to deal and manage this. Action has now been taken to safeguard the majority of young people, much to their relief.

Young people live in a warm and welcoming environment where a homely, caring and relaxed atmosphere has been created. The home is maintained to a good standard being clean, tidy and comfortable. It is also well furnished. Young people have single bedrooms which are personalised to their individual tastes. They are fully involved in choosing their colour schemes. The home provides young people with a good level of communal space. This, together with sufficient bath, shower and toilet facilities meets the individual and collective needs of young people. The doors to these facilities are fitted with suitable locks to promote the privacy and dignity of young people.

Areas for improvement

Recommendations

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

- ensure children receive prompt feedback on any concerns and complaints raised and are kept informed of progress. Particularly, that there is a consistent record of the completed date and whether young people are satisfied with the action taken by the home. (NMS 1.6)

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)*.