

Inspection report for children's home

Unique reference number	SC029504
Inspection date	9 February 2010
Inspector	Suzanne Young
Type of Inspection	Random

Date of last inspection	22 July 2009
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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 Cripins, 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 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 is a home that provides medium to long term placements for young people with emotional and behavioural difficulties. It is registered to take up to four young people within the age range of eight to 17 years.

The home is situated in a residential area and is close to bus routes and local amenities. The house is an older property and has a lounge, dining room, reception room, a resource room, toilet and an open plan kitchen on the ground floor. All bedrooms are on the first floor and are single. The staff office is also situated on the first floor as well as the young people's bathroom. There is a garden to the front and rear as well as a patio area.

Summary

This was an unannounced interim inspection. The home received a full inspection in July 2009. This visit concentrated on the Every Child Matters outcome area for staying safe and any recommendations made at the last inspection.

At the last full inspection the home was judged as good overall. All outcome areas were judged as good with the exception of enjoying and achieving which was considered outstanding. Following this inspection staying safe is judged as being good. The home continues to provide an environment that is safe and secure for the young people in its care. All young people continue to receive individualised support to address their particular needs.

Minor shortfalls were noted with regard to record keeping and night time fire evacuation.

The overall quality rating is good.

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

Improvements since the last inspection

Following the last inspection the provider received three recommendations. These have all been complied with. Young people are receiving a varied and nutritious diet, their health needs are being identified and all complaints are responded to appropriately.

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.

The home provides an environment that is safe and secure and which provides good arrangements for the promotion, protection and care of young people. The home benefits from a range of operational policies and procedures that are used effectively to promote the safety and welfare of young people.

The manager promotes an environment where safety is considered and acknowledged as important. Staff complete detailed and comprehensive risk assessments for each young person which are regularly reviewed and updated. This underpins the care afforded to young people ensuring safety and welfare is promoted at all times.

Staff receive annual safeguarding training and are also able to access the Local Safeguarding Board training. Safeguarding is discussed in team meetings and during supervision. The manager also asks staff to read policies and procedures and deliver training to the rest of the staff team to raise their awareness and development. As a result young people are protected from harm and staff respond to allegations or suspicions of abuse appropriately.

Staff promote and respect young people's privacy. For instance, all young people have their own bedroom which is lockable and which they are able to personalise. All records are kept confidentially.

Welfare systems are in place to help protect young people from bullying and unauthorised absences. Staff engage with young people in considering issues such as bullying to help them gain insight into different types of behaviour and the things to do to overcome these behaviours. Staff also work with young people and external agencies when required to address and reduce instances of unauthorised absences.

Young people are further safeguarded as clear systems are in place to manage complaints and to notify the necessary authorities about significant events that occur in the home. Although there have been no formal complaints since the last inspection the complaints system is known and has been used by young people previously. Minor complaints are dealt with appropriately and swiftly.

Good behaviour management systems are in place that encourage young people to develop socially acceptable behaviour through positive reward for acceptable behaviour and constructive response to inappropriate behaviour. Behaviour management plans are in place which work alongside young people's placement plans and risk assessments. These are reviewed regularly and include behaviour triggers and intervention strategies. Staff sign to say they have read young people's placement plans and behaviour management plans which ensure young people's needs are understood and met.

Although the numbers of restraints over the last year have been higher than previously, staff adhere to the behaviour management policies and as a result, sanction and restraint are used appropriately. Staff receive training in behaviour management which includes the safe use of physical restraint. All records pertaining to physical interventions are detailed and comprehensive. These include details of the holds and intervention strategies used, their effectiveness and young people's feelings and comments about the incident.

The home has systems in place to monitor and maintain good standards of safety and ensure young people live in a home where their health and safety is protected. Comprehensive risk assessments are completed in relation to activities, fire and potential environmental hazards. Fire systems are tested regularly and fire evacuation drills are undertaken regularly. These however do not evidence if a night time drill has occurred which could compromise young people's safety.

Staff vetting procedures are managed centrally and staff files were inspected earlier in the year. The organisation was found to have robust recruitment procedures.

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
22	maintain a record of measures of control used, as set out in Regulation 17 which sets out the time of the measure given and any other person present (Regulation 17 (4))	28 February 2010

Recommendations

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

- ensure at least one fire evacuation drill takes place at night within a 12 month period. (NMS 26.8)