

Inspection report for Children's Home

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Inspector	Mark Blesky
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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 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 children's home provides care and accommodation for up to nine young people, of either sex, aged eight years to 18 years, who present with emotional and behavioural difficulties.

The home is a large double fronted detached building, which is located on a residential road close to a town centre and the range of amenities provided there. Nine young people are currently accommodated in the home and three young people were present and were spoken to.

Summary

The overall quality rating is good.

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

This unannounced interim inspection looked at the outcome area of staying safe and the progress the setting has made with the requirements and recommendations made at the last inspection in January 2011.

These related to improvements to the fire safety and cleaning schedules in the home. Recommendations also related to healthcare planning and young people's confidentiality. Behaviour control was also an area for improvement along with individual support for young people. The provision has taken appropriate action to resolve previous recommendations and requirements.

Improvements since the last inspection

At the last inspection, which was carried out in January 2011, requirements and recommendations were made. The registered person was asked to consult with the fire authority and act on recommendations. The registered person was also asked to ensure that the home was kept clean and ensure that effective cleaning schedules were put into place.

Advice has been sought from the fire authority and recommendations put into place. The home has undertaken a comprehensive cleaning programme and regular cleaning schedules are being appropriately deployed.

The registered person was asked to demonstrate that healthcare was being promoted and that young people's confidentiality was safeguarded. Effective behaviour control measures were previously difficult to evidence and individualised support for young people was unclear in some cases.

The registered person has improved healthcare planning and greater confidentiality

and respect for privacy is now evidenced. Behaviour control has been reviewed and effective measures to encourage positive behaviour are now in place.

Young people receive regular support from key working and one to one sessions with staff which supports care planning goals. The registered person has taken appropriate steps to improve the quality of the home for young people.

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.

Young people's privacy and confidentiality is respected by staff. Staff are aware of the need to be sensitive regarding entering bedrooms and at times of washing and dressing. Young people's information is kept securely and staff do not discuss personal matters outside of private meetings.

If young people express dissatisfaction, staff encourage them make representation or a more formal complaint. The home maintains a well managed complaints procedure that allows young people to raise any matter. Complaints are uncommon in this home and systems are accessible and readily available to all young people.

The home has a dedicated safeguarding coordinator to ensure young people are protected from harm and abuse. The coordinator is very experienced and provides guidance and oversight to all matters of this nature. The home has detailed and comprehensive procedures and training is mandatory for all staff. The home's procedures mirror the principles of the local authority's safeguarding guidance.

Anti-bullying procedures are in place to safeguard young people from bullying and intimidation. Procedures and guidance are clear and insightful and all staff receive related training. Formal risk assessment is also undertaken to counter suspected bullying and manage any bullying that emerges.

If young people are absent from the home without permission, or missing, the home's staff deploy effective procedures to search, report and return the young person. All incidents of this nature are recorded to enable the staff to determine the risks and consider counter measures. Although some recording is being carried out, there is limited evidence that information is being gathered effectively to counter further absences.

Behaviour management is effective and young people generally respond positively to staff. Much effort is put into building solid and enduring relationships with the young people and the acting manager is very proactive in this area. Systems of behaviour

control are generally collaborative and less punitive approaches are evident. In the event of more extreme or concerning behaviour, a range of approved sanctions are available to staff.

The home is well maintained and well furnished. Refurbishment is nearing completion in some areas of the home and a schedule of work has been planned to make significant improvements to the building. The services provided in the home are appropriate to meet the needs of the young people accommodated. Health and safety and fire safety are maintained in the home. Risk assessments are carried out that relate to both the building and specifically related to the young people's known behaviours.

To keep young people safe, all visitors to the home are identified and must sign in and out of the building. No visitor is permitted to have unsupervised access to the young people or the building. All staff members are recruited through an experienced and established recruitment panel. All new staff members are thoroughly vetted and all statutory checks and reference checks are completed prior to staff working alone with the 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 not judged.

Achieving economic wellbeing

The provision is not judged.

Organisation

The organisation is not judged.

What must be done to secure future improvement?

Recommendations

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

- ensure that written records are made of the circumstances of all incidents of absconding, the reasons given by the child for absconding, and any action taken in the light of those reasons (National Minimum Standards 19.6)