

Inspection report for Children's Home

Unique reference number	SC030967
Inspection date	24/01/2011
Inspector	Shaun Common
Type of inspection	Key

Date of last inspection	09/07/2010
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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 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

The home is situated in a large bungalow on a housing estate. The home provides residential care for up to eight children and young people usually offering short breaks, but sometimes they can stay there for a few weeks. Children and young people who use the home have either a physical disability or a learning disability.

Inside the home there is a lounge, a large dining room and a large playroom. It has eight single occupancy bedrooms, a large kitchen, bathrooms, living areas and offices.

The home is close to local shops. There are bus stops nearby and a regular bus service in to the town centre. The home is in a good position to access leisure centres, the cinema and larger shops in the town centre.

Summary

The overall quality rating is satisfactory.

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

This children's home is currently not providing accommodation to children and young people. Inspection methodology relies on evidence found at the time of inspection and this essentially includes users' views about the service. As this evidence is not available when there are no children and young people present we have completed a proportionate inspection; the purpose of which is to decide that should an admission be made the service would be able to work to a satisfactory standard. This inspection examined the outcome areas of being healthy, staying safe and organisation. It did not examine the outcome areas of enjoying and achieving, positive contribution or economic wellbeing.

Improvements since the last inspection

The registered persons were asked at the last inspection to make improvements in the home. They were asked to ensure staff receive appropriate supervision, a policy and procedure is available relating to privacy and confidentiality, that the safeguarding procedure contained more detail and that a night time fire drill was carried out. These matters have all been addressed and ensure children and young people are kept safe and receive appropriate care.

Helping children to be healthy

The provision is satisfactory.

The planned menu shows that children and young people have choices of food and will receive a satisfactory diet. The dining room is suitable for the numbers and needs of children and young people. It is well decorated and furnished.

A health policy is in place that shows how the home intends to promote the health needs of children and young people. Staff understand the policy and how to deliver it in practice. A record is in place for any accidents.

Appropriate storage for medication is available that helps to keep children and young people safe. A policy and procedure is in place that is understood by staff. This ensures medication is administered safely with children and young people getting the medication they need, when they need it, to stay healthy. Appropriate records are in place for all medications.

Protecting children from harm or neglect and helping them stay safe

The provision is satisfactory.

Guidelines are in place that are known by staff to provide for the intimate care needs of children and young people and to deal with privacy and confidentiality matters. Bathroom and toilet doors have locks that can be opened by anyone from the outside and these do not afford privacy to children and young people. There is no guidance in place for staff, children and young people for when it may be necessary to search a child or young person's room or possessions to keep them safe.

A complaints procedure and information for children and young people is available. Staff understand the procedure in order to provide support to children and young people as needed. A book is designated for the recording of any complaints received. The home has complaints information in one format for children and young people with disabilities; however other formats are not available to help them understand the system such as audio or DVD.

A copy of the Local Safeguarding Children Board procedures and the homes own child protection procedure are accessible to staff. They know and understand these procedures to help them keep children and young people safe.

A bullying policy and absence without authority procedure are in place and are known by staff to help them keep children and young people safe. However, the absence procedure does not contain all required matters that determine robust safeguarding practice.

Behaviour management policies are in place to support staff in delivering positive care in this area. Records are in place for any sanctions and restraints. There have been no restraints since the last inspection. The sanction book contained three

entries. All entries did not contain the effectiveness of the measure to show that the sanction was having a positive impact. One entry showed a sanction that was to be imposed on a young person a day later and the other five days later. These sanctions do not demonstrate how they are effective considering the timescales involved and the understanding of the children and young people. The Registered Manager has not monitored these matters as required to identify any concerns and make improvements.

Risk assessments are in place for the home's premises and grounds. These show the action to be taken to minimise or eliminate risks to children and young people. Health and safety matters are recorded clearly and show maintenance is carried out and kept up to date for matters such as fire equipment and fixed wiring. Before the home considers admissions, the Registered Manager has arranged for checks to be carried out to ensure the building is safe for children and young people.

A recruitment policy is in place that is understood by the Registered Manager. Application of this policy will ensure that new staff employed are the right people to work with children and 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 satisfactory.

Satisfactory information is available for children, young people, parents and professionals about the home and the services it provides. The Statement of Purpose contains all required matters. The children's guide is available in DVD and pictorial format for children and young people. However, it is not available in other formats such as audio to meet the range of needs of young people accommodated.

The promotion of equality and diversity is satisfactory. Policies and procedures are in

place that are known by staff to deliver safe care to children and young people. Systems are in place such as complaints that promote and protect children and young people's rights. Some information for children and young people about the home is in a suitable format but not all. Sanctions are not always applied fairly.

There are sufficient staff to ensure that children and young people will be appropriately cared for. Staff are experienced, trained and qualified. They understand the home's procedures and policies in order to deliver care to children and young people.

The Registered Manager has in place a system for monitoring the home and its functions to improve the care provided to children and young people. However, this is not robust. For example, shortfalls in the sanction record have not been identified and the record has not been signed. A development plan is in place that shows how the home intends to develop and improve care provided to children and young people in the coming year.

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
1	produce the children's guide in a form appropriate to the age, understanding and communication needs of the children to be accommodated in the home (Regulation 4)	31/03/2011
22	ensure the sanction record includes the effectiveness of the use of the measure (Regulation 17)	13/02/2011
33	robustly implement the system for monitoring the matters set out in the regulation and Schedule 6 and improving the quality of care provided in the children's home; specifically monitor the sanction record. (Regulation 34)	01/02/2011

Recommendations

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

- ensure that staff, not children, are able to open the doors to bathrooms, showers and toilets from the outside in case of emergency (NMS 25.6)
- provide guidance for staff and children on when it may be necessary to search a

child's possessions (NMS 9.8)

- ensure the complaints procedure is in a form accessible to children with disabilities suitable to their individual needs (NMS 16.3)
- revise the absence without authority procedure to include the matters set out in the standard (NMS 19.5, 19.6, 19.7)
- ensure that consequences of unacceptable behaviour are relevant to the incident, reasonable and carried out as contemporaneously as possible (NMS 22.4)
- ensure that where disciplinary measures or restraint are used, children are encouraged to write or have their views recorded and sign their names against them if possible in the records kept by the home. (NMS 22.14)