

Inspection report for Children's Home

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Inspector	Peter Daniel
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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 provides short-term respite care for up to four children who have learning disabilities.

The home is situated in a quiet cul-de-sac street within walking distance of shopping, leisure, transport, health and social services facilities.

The children's respite unit shares the building with a similar facility for adults, but the services are kept separate by locked doors. The adult service is inspected separately. The service users of both units share the garden at different times and with separate access.

The children's unit has a large and well equipped soft playroom. There are four single bedrooms, two on the ground level and two on the first floor, including bathrooms, and a staff sleep-in room. There is also a kitchen, dining room, activity room, lounge, bathroom, toilets, and laundry and shower rooms on the ground floor.

Summary

The overall quality rating is outstanding.

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

This was an unannounced interim inspection that concentrated on the outcome, staying safe. The respite home was judged as outstanding at the previous inspection and continues to maintain its high standards. The manager offers positive leadership. The respite home is offering stable care to the children and young people. The staff are trained, committed and child-centred. There are positive relationships between the staff and the children and young people. There are effective safeguarding systems in place. The outcomes for children are positive. A recent parent and carer's survey indicated that service users are very satisfied with the service.

Improvements since the last inspection

There were no actions or recommendations made at the previous inspection.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

The home has systems and procedures for safeguarding children and young people's welfare, including the latest safeguarding for disabled children procedures.

Staff understand their role and responsibilities in relation to protecting children and young people and reporting any concerns to management and relevant authorities, including Ofsted. The staff have been provided with training in the prevention, recognition and referral of child protection concerns. The majority of staff have completed a National Vocational Qualification at level 3. In addition, they have recently completed mandatory in-house training covering moving and handling, health and safety, fire safety and child protection. The manager is to attend training next month on 'safer safeguarding interview techniques'.

Since the last inspection, all the staff have remained in post and two residential care officer posts have been filled and these people will soon start their employment. There is careful selection and vetting of staff. The head office is responsible for recruitment and for Criminal Record Bureau checks and references. The home keeps a copy of checks. Staff are not allowed to start work until the relevant Criminal Record Bureau check has been cleared. The home has appropriate procedures in place for vetting visitors to the home and has separate signing in for building contractors.

Staff, children and young people have positive relationships, based on trust and mutual respect. Staff relate sensitively and empathetically to the children and young people. Staff know the children and young people well and are child-centred. The stability and consistency of the staff team has contributed to the quality of care and security offered to the children and young people. The respite home has a calm and settled atmosphere. There are positive outcomes for the children and young people. The respite home recently carried out a parent and carer survey that illustrated a high level of user satisfaction regarding the quality of care. Parents fed back responses such as 'my son never comes home in a bad mood and he tells me all the time he loves it at the home'; 'I am happy with the service, my son is non verbal however he gets really excited as we approach the home. All the staff know my son really well and are all very friendly and helpful'

The home has developed effective procedures for managing and monitoring behaviour. There are procedures for monitoring bullying, recording critical incidents and notification of significant events, recording additional measures of control and complaints. Staff avoid using restraint. A low level of critical incidents has been reported. Each child and young person has a risk assessment, a night time risk assessment, a fire risk assessment and a transport risk assessment. Children and young people receive excellent supervision. There is always a minimum of one staff supervising two children and young people but some residents receive one-to-one supervision according to their needs. The respite home will block a bed when a child or young person needs additional support. Bedrooms are sound activated and

monitored and have a door alarm. Parents and carers know how to complain on behalf of children and young people. The respite home has received no complaints since the last inspection. Although many children and young people have limited communication, the respite home convenes a children's resident meeting when a new group come. Staff use appropriate communication techniques and children and young people are given the opportunity to express their wishes and feelings.

The home ensures that children and young people are safe from hazards within the building. Regular maintenance and fire checks are being completed. Fire drills including evacuation of the building at night time are regularly carried out. Staff have completed fire safety training.

Young people's privacy and personal care is respected.

The promotion of equality and diversity continues to be outstanding. This is reflected in the gender balance and ethnicity of the staff team, the provision of culturally appropriate meals, the sensitivity to skin and hair care and the use of communication techniques such as the Picture Exchange System and Makaton. There is a ramp for wheelchair users and one bedroom has a hoist and ceiling tracking. There are two manual hoists.

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.