

Inspection report for children's home

Unique reference number	SC031698
Inspection date	3 March 2010
Inspector	Liz Driver
Type of Inspection	Random

Date of last inspection	5 June 2009
--------------------------------	-------------

© Crown copyright 2010

Website: www.ofsted.gov.uk

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

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

The setting is registered to provide respite care for up to seven young people with learning disabilities, some of whom may also have a physical disability. The conditions of registration also allow the number accommodated to be increased to eight if a young person is staying for an interim period whilst a permanent placement is sourced.

The setting is spread over three floors with bedrooms, communal areas, a kitchen, play rooms and a spa room. It also has a large enclosed garden to the rear. Some of the rooms have electric beds and ceiling tracking for hoisting is available in each bedroom, as well as in the bathroom and living areas.

The setting is run by a local authority and all the young people who receive respite care at the unit live within the county.

Summary

This was an unannounced interim inspection that looked at the one action and three recommendations from the last inspection. All were found to have been addressed. The inspection also covered all areas of staying safe and some areas of being healthy, economic wellbeing and organisation.

Young people benefit from an outstanding service that provides excellent standards of care across all the Every Child Matters outcomes. The environment is exceptionally clean, nicely decorated and a very comfortable place for the young people to stay when receiving respite care. Meeting the young people's individual needs is an integral part of how the unit runs. Young people are cared for by a motivated and experienced staff team. They see their role as enabling the young people to progress as well as ensuring they are kept safe, are healthy and are happy whilst away from home. The setting is managed by an experienced manager who has a stable and committed staff team.

The overall quality rating is outstanding.

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

Improvements since the last inspection

At the last inspection the setting was asked to ensure all gaps in employment records for staff were addressed. This has been done and recruitment records now have a written record to show gaps have been explored, the reasons for the gaps, and decisions made as a result.

It was recommended that the setting label any food that is opened and stored to protect the young people. This has been addressed and all food is suitably labelled. All concerns raised by parents/ carers are recorded and investigated with the complainant being kept up to date of progress. All care plans are drawn up in agreement with young people and their families with staff carrying out home visits to discuss changes in care needs.

Helping children to be healthy

The provision is outstanding.

The staff continue to explore and meet the complex health needs of the young people to a high standard, whilst they stay at the unit. Young people receive individualised care from staff who liaise with health professionals as required and undertake training relevant to the young people's needs. Staff are also well trained in the administration of first aid at work as well as in the management of medications.

The staff are aware of each young person's dietary requirements and ensure that the food served meets their needs and preferences. Young people's dietary needs can vary greatly, including gastrostomy feeds, and the setting is able to meet these needs.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

The staff respect the young people's privacy and handle information about them confidentially. They are clear about the circumstances under which such information is accessed and when an individual's room or possessions are searched. The intercom listening facility available in each room for medical safety, is underpinned by clear guidelines to ensure its use does not invade personal privacy. Similarly the spacious bedrooms and bathrooms enable personal care to be carried out in private and wherever possible a mixed staff group is on duty, enabling sensitivity to gender issues.

The staff recognise that all the young people have the right to complain and believe their complaints should be taken seriously and investigated. The unit's procedure outlines that informal concerns are managed by the unit's manager and more serious complaints are formally investigated through the local authority complaints process.

Young people's welfare is promoted during their stay and the policies and procedures in place are aimed towards protecting them from abuse. All staff are trained in child protection, some to a higher level and they respond appropriately to any allegations made. Local policies and procedures are in place and the Sussex safeguarding procedures are readily available for reference.

Bullying is considered unacceptable at the setting and the groups of young people staying at any one time are arranged to reduce the risk or opportunity for bullying to take place. Staff understand what constitutes bullying and intervene promptly where there are incidences of intimidation or physical interaction.

Appropriate policies and procedures continue to be in place to protect a young person if they become absent without authority. However, with the good staff ratios and robust supervision of the young people there has been no incidence of unauthorised absence since the last inspection.

The staff respond very positively when the young people behave well and are constructive when their behaviour is inappropriate. Good strategies for behaviour management result in few sanctions being given and minimal physical interventions. Comprehensive records are maintained, which are well monitored as part of the unit's quality assurance.

Robust safety checks are in place to protect the young people. Appropriate risk assessments for the premises, as well as for activities, are undertaken; in addition, positive steps are taken to protect against the risk of fire and other hazards. Equipment is appropriately checked and

the necessary contracts are in place. Fire drills and the monitoring in place ensures that all personnel are appropriately trained.

There is a robust recruitment procedure in place together with all visitors being vetted before entering.

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 outstanding.

The unit is arranged over three floors and meets the needs of the young people. It has a secure garden area to the rear; this provides a safe area for relaxing and recreation, with excellent activity equipment that is suitable for young people with varying needs and disabilities. There is ample communal space which includes soft play areas, lounge space and a spa room; these enable the young people to play together, relax or have some quiet time alone. Spacious wash facilities and the overhead hoist system enable all the young people to share all the facilities and take part in all the activities.

The general décor, furniture and furnishings of the unit make it welcoming, pleasant and comfortable with excellent facilities for the young people. Repairs are undertaken promptly whereby the interior and exterior of the property are maintained in a good state of structural and decorative repair. The setting is extremely clean throughout with excellent infection control measures in place.

Organisation

The organisation is outstanding.

Young people are cared for by a team of caring staff who are managed by an experienced and well qualified manager. She is supported by two resource officers who take a lead in the operational day to day running of the unit.

There are sufficient staff rostered to care for the young people. There is a flexible approach to staffing which ensures there are more staff on duty when the dependency of the young people increases; any shortfalls are covered by the permanent staff undertaking extra duties or by using regular agency staff. There is an excellent programme of training available for the staff, enabling them to be updated in key areas. In addition, robust timetabled supervision and annual appraisals ensure the staff team is well supported and any training needs are identified promptly.

There are very good monitoring processes in place to monitor the care of the young people and the setting's practices. Monthly monitoring visits are undertaken by an independent person on behalf of the local authority and any recommendations made are acted upon. These reports are submitted to Ofsted without fail and are of a high standard.

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
----------	--------	----------

Recommendations

There are no recommendations.