

Inspection report for Children's Home

Unique reference number	SC032315
Inspection date	15/02/2011
Inspector	Paul Taylor
Type of inspection	Random

Date of last inspection	17/05/2010
--------------------------------	------------

© Crown copyright 2011

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 Crispins, 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 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 respite care for up to five young people with learning or physical disabilities. It is a spacious, detached house with a large garden, a sensory room and a lounge and kitchen/dining area on the ground floor. Each young person has their own room with overhead hoists. The home also has a lift for ease of access to the first floor. There are two large bathrooms which are equipped to meet the needs of physically disabled young people.

Summary

The overall quality rating is outstanding.

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

At this unannounced inspection the key standards in the area of staying safe were assessed together with how the home has addressed the single recommendation made at the last inspection.

The home continues to offer an outstanding level of care to the young people. Detailed plans outline each young person's specific needs and vulnerabilities and the staff approach ensures that their well-being is promoted to an excellent standard.

The systems operated in the home, together with high staff awareness and close monitoring by the manager ensures that the home provides an excellent level of support to the young people. This in turn provides a safe, nurturing, environment, where they experience positive activities and interaction with adults and peers.

The recommendation made at the last inspection has been addressed. The recording of incidents and restraint now contain all the details required. No recommendations or actions were made at this inspection.

Improvements since the last inspection

At the last inspection one recommendation was made. This related to the home ensuring that all the details in incident reports relating to physical restraint were also included in the restraint log. This has now been achieved with a new recording system which ensures that incidents are now recorded centrally.

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.

All confidential and sensitive information is securely stored. Clear and detailed plans, of an excellent quality, are in place for members of staff to follow when they provide personal care to the young people. These plans outline the need to promote and protect dignity as well as how each young person prefers their personal care to be carried out. Parents, social workers and key workers endorse the plans to ensure that they are accurate and reflect what each young person prefers.

Most of the young people do not have the cognitive ability to understand what constitutes a formal complaint. Therefore detailed support plans outline how each young person will make their displeasure known. Staff are very sensitive to the needs of the young people and have an excellent knowledge of how they show pleasure or distress. There is a clear complaints procedure in place for young people to follow if they have the ability to do this. Records indicate that complaints made by young people are treated seriously, and investigated and resolved to the young people's satisfaction. Other complaints, from external sources, such as parents, are addressed promptly and robustly.

There are clear systems to follow if there are concerns about a young person's welfare. The home's policy is clear and staff have access to local safeguarding procedures. All members of staff receive training in child protection and know what to do and who to talk to if they have any concerns. Clear records are kept of any issues and these show how each situation has been resolved and what agencies were involved.

Close supervision and support provided to the young people means that incidents between them are very rare. Though many of the young people will not understand the concept of bullying, there are clear plans supported by thorough risk assessments, which outline if some may distress others with their behaviour or may be distressed by certain behaviours displayed by their peers. The close and nurturing support, combined with the staff sensitivity to their vulnerability, means that bullying or conflict is virtually eliminated.

No young people have been missing from the home. Close support from members of staff and their knowledge that the young people are extremely vulnerable if left unsupervised both in the home and community means that such incidents have not occurred. There is a very clear process to invoke if a young person goes missing.

Each young person has an individual support plan which outlines what strategies need to be used to encourage positive behaviour and what circumstances may cause them distress. The plans are endorsed by parents, social worker and key worker. Specialist support is gained from behaviour support teams if needed and this includes input from psychologists, psychiatrists and therapists. Emphasis is placed on the young people having achievable goals and development targets and this is

celebrated and enjoyed by all when they manage this. The approach to behaviour management means that incidents of sanctions or physical intervention are rare.

If an incident occurs whereby a sanction has been imposed or a member of staff has had to physically intervene to ensure a young person's safety then a clear record is made of this event in the book provided. The manager checks all these records and endorses them to ensure that they are appropriate and to see if any learning can be gained from them. Additionally, each young person's behaviour is discussed at team meetings to ensure that consistency is maintained and that staff levels of awareness remain high.

Each young person has numerous risk assessments completed on them which outline what support they may need during day-to-day living and during activities. Risk assessments are completed and regularly reviewed in areas such as bathing, eating, travelling in the mini bus and behaviour. Further risk assessments are completed with regards to activities that the young people may partake in to ensure that they can safely experience events such as swimming, going to the park, shopping and playing on swings and in the sensory room with the support that they need.

Fire equipment is checked regularly and fire drills occur throughout the year. Each young person has an individual personal emergency evacuation plan in place which outlines what support they need in the event that they need to be evacuated in a fire.

The organisation which runs the home has a thorough recruitment process which ensures that all members of staff who work there only start work after the necessary pre employment checks have been carried out.

The rigorous approach to each young person's safety and eye for detail ensures that the young people experience excellent outcomes in this area.

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.