

Inspection report for children's home

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Inspector	Gaynor Moorey
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Service information

Brief description of the service

The home provides respite care for up to five young people with learning or physical disabilities. The home is operated by a local authority and is fully equipped to deal with the needs of the young people.

The inspection judgements and what they mean

Outstanding: a service of exceptional quality that significantly exceeds minimum requirements

Good: a service of high quality that exceeds minimum requirements

Adequate: a service that only meets minimum requirements

Inadequate: a service that does not meet minimum requirements

Overall effectiveness

The overall effectiveness is judged to be **outstanding**.

This inspection of the home found that the service provides an outstanding standard of care to young people who have short breaks. Relationships between staff and young people are positive, caring and supportive. Staff are knowledgeable and are able to care for all of the young people's individual needs. Robust and detailed systems are in place to assess, monitor and review care needs ensuring that care delivered is of a very high standard.

Young people are provided a wealth of varied activities which promotes enjoyment and learning in all aspects of their lives. The staff ensure young people are able to calculate risks but are safe during their stays at the home. Staff are experienced in highly communication skills enabling young people to have their choices or concerns heard.

Quality of care in the home is subject to thorough and robust monitoring. A stable and committed staff team examine their practice constantly with a view to improving the service that they offer to the young people. The home was given one recommendation at this inspection which related to ensuring that alongside the refresher training for child protection they also receive formal training.

Areas for improvement

Recommendations

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

- ensure staff receive formal training alongside the refresher training for child protection. (NMS 4.6)

Outcomes for children and young people

Outcomes for children and young people are **outstanding**.

Young people benefit from very individualised support which helps them grow in confidence. Young people enjoy caring professional relationships with staff that enables them to get the best from each stay at the home. Staff are aware of young people's strengths and vulnerabilities and help to nurture their talents and interests. Young people are offered a wealth of experiences that they may not have had, this extends their world and promotes learning, skills and enjoyment whilst being away from home.

Young people enjoy an extensive variety of activities which the staff enable them to partake in. This includes using the facilities at the home such as the garden where they can cycle, go kart, use play equipment, grow vegetables and within the home learn from the stimulating toys and technology such as the overhead projectors which are interactive. Young people also use the local community and attend local clubs and facilities for learning music, swimming, bowling, cycling, ice skating, sailing, and rock climbing. In holiday time the young people also go on day trips to cultural sites, zoos and farms, theme parks, canoeing, cinema, and have visited both the London and Brighton eye. All young people are encouraged to take part in new experiences at their own speed as all the young people accessing the home have profound physical and/or learning disabilities. One young person said ' the staff make my stays fun and this makes me happy.'

Young people prosper from having their general health needs and specific care needs promoted to a very high standard through knowledgeable staff and support given to parent/carers for regular appointments with health professionals such as opticians and dentists. Young people and parents are also supported with hospital appointments and stays. Young people are given and receive comprehensive advice and guidance on issues such as sexual health and relationships and other social issues in an appropriate manner according to age and understanding.

Young people benefit to an excellent standard from the positive promotion of their education and the opportunities to experience this as a positive part of their lives. They receive excellent levels of support and benefit from members of staff getting them up and ready for the day ahead. Young people were supported in homework and by the facilities and equipment at the home that promotes learning new skills.

Young people live at home with family and carers and the staff offer support within the family home. Excellent levels of communication ensure young people and parent/carers feel happy when young people spend time at the home. One parent

said ' we feel very happy with the service and we can relax as we know our son is well cared for.' Young people are able to experience, learn about and enjoy the local community. Young people also assist in the community by raising money for other local charities and are assisted in sponsored bike rides and walks. Young people also visit and take part in local events such as 'paddle round the pier' and the 'Burning of the clocks'.

Young people receive excellent and carefully thought out support to develop their independent living skills in conjunction with their age and understanding. Support offered to young people and families when in transition and preparing to move on to adult services is excellent with staff finding the right level of support for each individual young person's needs.

Quality of care

The quality of the care is **outstanding**.

Young people are able to benefit because the staff team offers excellent personalised individual support to the young people. As a result of their approach the young people are able to benefit from positive relationships with clear boundaries. Staff are very knowledgeable about the young people disabilities and how they effect them making their time in the home comfortable, safe and happy.

The young people's views are promoted and valued to an excellent standard. Each young person has numerous forums both formal and informal to voice their feelings and opinions. Staff have outstanding knowledge of how each young person communicates, both recognised styles of communication such as signs and symbols and eye boards, but also very personal recognition of individual ways of communicating. There is a culture of promoting young people's rights and encouraging them to voice their feelings and opinions appropriately. Young people are able to influence decisions relating to their daily lives, such as independent living.

Young people's comprehensive care plans clearly identify their individual needs. Excellent monitoring enables staff to evaluate young people's progress basis and to ensure that care plans are up to date and outline the needs of each young person. This process in turn positively contributes to statutory reviews and means that reports and staff input accurately reflects each young person's progress. Young people are invited to attend their reviews and where they chose not to or can not, the staff bring DVD's and photo diaries of what the young person does whilst spending time at the home.

Healthy lifestyles are encouraged by the staff guiding young people in choosing healthy menus and by encouraging them to partake in physical exercise and activities. Staff awareness of each young person's conditions and disabilities enables them to plan the best experience when young people come to stay. Staff have clear knowledge of any medical or personal care needs. Young people are given the most private and dignified personal care whilst they are staying at the home. Young people are provided with their medication by staff who have very good

understanding of the administration of medication and specific procedures needed to ensure young people remain safe, happy and well on their stay.

Young people are able to follow their individual needs including cultural and spiritual whilst spending time at the home. Young people are also able to join in local cultural events in the community such the Chinese New Year, the Japanese fair, the Spring Watch festival and attending the local football stadium for games.

Members of staff enable the young people to take part in positive and enriching activities. This approach enables young people to develop their self-esteem and confidence and to experience being a positive part of a community.

Young people benefit from living in a home which is well maintained. The home is very child-focussed and has a excellent garden where the young people can play. Young people are encouraged to personalise their rooms with toys and photographs from home whilst staying in the home.

Safeguarding children and young people

The service is **good** at keeping children and young people safe and feeling safe.

Young people report that they feel supported and cared for in the home. Staff have extensive understanding of the young people and would know if a young person was becoming distressed or anxious. Members of staff are aware of what to do in the event that they have concerns about a young person's well-being. Staff are provided with refresher internet training on child protection but have not had full child protection training for four years. Staff address concerns rigorously with the involvement of all local and relevant agencies. This ensures that young people's safety is promoted to a high standard. Young people spoken with confirmed that they felt safe within the home where bullying is not a problem. Young people due to their disabilities have different levels of understanding around bullying and any issues are dealt with by the staff on an individual basis.

Each young person has an individual protocol in place as to what course of action needs to be followed in the event that they are missing without permission. Young people have profiles which would be supplied to the police as the young people using the service would be very vulnerable and at great risk due to their disabilities.

The effective management of the young people's behaviour is a strong aspect of the home and situations are dealt with through knowledge and communication. Sanctions and restraints are rare in the home and staff manage challenging behaviour through the relationships they have with the young people.

Numerous risk assessments and safety checks of the premises and fire equipment ensures that the young people live in a safe home and are able to take calculated risks such as undertaking activities. Fire drills are undertaken at regular periods to ensure every one is up to date with emergency procedures. The systems operated in the home and attention in detail to each young person's needs and vulnerabilities have ensured that their safety is promoted to an excellent standard.

Young people benefit from a stable staff team. The home has a robust recruitment policy which ensures that only adults who have been assessed as suitable to work with young people are employed.

Leadership and management

The leadership and management of the children's home are **outstanding**.

Young people benefit from a home which is very effectively and consistently managed. Robust monitoring and reflective practice ensures that managers communicate an expectation to the staff team that care given to the young people is of an excellent standard. The home has a comprehensive Statement of Purpose and a excellent children's guide which is appropriate for the young people using the service. The staff have now developed a DVD to go with the guide to ensure all young people understand where they are coming to stay.

Members of staff report being very committed to the well-being of the young people and very well supported in their role by excellent management. This approach is underpinned by having thorough systems to monitor the quality of care. Regular training and supervision is of a good standard and young people benefit from a consistent, supported staff team.

The service received no recommendations or requirements at the last inspection. Excellent compliance can be seen in the home's use of the Regulation 33 reports and how these have been used to boost practice and meet any areas of weakness. Regulation 34 reports also show how the manager has monitored areas of improvement and acted upon them. The home also has a comprehensive quality assurance process for young people, parents and carers and the staff team this all goes towards the yearly development plan. The staffing complement ensures that there are always sufficient staff on shift to be able to respond to young people's needs. The low staff turnover and the stability of the staff team ensures that the young people benefit from consistent care by a motivated staff team.

All significant events relating to the protection of children accommodated in the home are notified by the registered person of the home to the appropriate authorities and appropriate action is taken following the incident.

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 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the *Inspections of children's homes – framework for inspection* (March 2011) and the evaluation schedule for children's homes.