

Inspection report for children's home

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Inspector	Anthony Kyem
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Service information

Brief description of the service

The home provides care and accommodation for up to six young people of either sex from 11 to 17 years of age. The home is registered with Ofsted to provide services to young people with emotional and behavioural difficulties.

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 **good**.

Young people have developed and built positive relationships with staff. They have the opportunity to form and sustain their positive attachments. They benefit from continuity of care and their needs are promoted effectively.

Young people make good progress in relation to their starting points. They benefit from well-planned care that promotes their positive outcomes comprehensively. Young people's safety is at the centre of staff practice and this ensures young people are kept safe and they feel safe.

Young people are involved in the running of the home. They feel valued and involved because staff treat their views, feelings and opinions seriously. Young people's views about their care and their relationships with staff are consistently positive. The quality of care provided to young people maximises their potential and individual progress. Young people say, 'It's really good. It's a lot better than I thought it would be. Everything's good. The staff are really friendly, there's good meals, everything's top.' 'Staff are good to talk too and they're nice...I get along with all the staff really.' 'There's no bullying.' 'The best thing is how friendly the staff are.' 'Quite honestly, there's nothing I would change about it, it's sound. They (staff) help me sort my problems out...Schools going brilliant at the moment.' 'I like going swimming. I do an exercise and healthy eating programme.' A social worker says, 'I think it's good. He gets on well with his keyworker. Overall, I think the care of X is really good.'

As a result of this inspection there are a small number of recommendations made to improve the home's performance. These relate to the improved recording of risk

assessments, fire drills and restraints records; and ensuring Regulation 33 reports are sent to the home and Regulation 34 reports are made available to Ofsted, within the specified timescales.

Areas for improvement

Recommendations

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

- ensure restraints records are reviewed to identify any issues or trends, specifically, in relation to the duration of the measure (NMS 3.21)
- ensure risk assessments and procedures are compatible with and have regard to the home's joint protocol for reporting children missing (NMS 5.6)
- ensure the response time to all fire drills is recorded (NMS 10.9)
- ensure copies of all Regulation 33 reports are sent to the home and Ofsted each month (NMS 21.8)
- ensure Regulation 34 reports are sent to Ofsted at six monthly intervals. (Statutory Guidance Volume 5, paragraph 3.14)

Outcomes for children and young people

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

Young people receive extensive support to promote their positive progress. Staff support young people to develop their positive self-view. Young people are taught to recognise their own strengths and positive attributes to develop their self-confidence, positive identity and self-esteem. Young people develop their emotional resilience to enable them to cope with everyday challenges. Staff provide young people with the help and support they need to enjoy and achieve.

Young people benefit from good attendance at school or alternative provision. Their educational achievement is good, taking into consideration both their attainment and progress since their starting points. Staff have high aspirations of all young people and they actively support them to learn and achieve. Young people benefit from extra curricula activities to promote their physical and social development.

Most young people benefit from regular contact with their friends and families. As a result, they can sustain their positive attachments and strengthen their support networks for the future. Young people are taught life skills to help prepare them for adulthood. They are allowed to take controlled risks as part of their growth and natural development.

The health needs of young people are promoted effectively. Young people have

access to doctors, dentists and opticians to promote their positive health. They have access to specialist services to promote their emotional and psychological well-being. Staff work closely with a range of external agencies to identify and meet young people's health needs. Young people benefit from good advice and support with any health issues and they are taught to take responsibility for their own health and physical well-being.

Quality of care

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

Young people benefit from positive relationships with staff and with each other. They are involved in the running of the home to enable their positive contribute. As a result, young people can exercise their rights to choice, inclusion and participation. Staff listen to what young people have to say and young people have faith that their views, feelings and wishes are taken seriously. Young people know how to make a complaint. They have access to appropriate information to enable them to complain. The complaints procedure is summarised for young people within the children's guide. The guide is accessible to young people in several different languages. In addition to the guide there is also a DVD which young people and staff have made about the home. This is extremely beneficial as it tells young people what they can expect from the home.

Young people needs in relation to culture, gender, ethnicity and identity are met and addressed positively. Young people benefit from well-tailored plans that address their needs individually. Young people are involved in their plans to enable their knowledge and understanding of them. Consequently, young people have a strong sense of direction and as they understand what goals they are working towards.

The administration and recording of prescribed and non-prescribed medication is managed safely. Young people's medication is stored securely to ensure it is only accessible to authorised people. Staff are clear about what decisions and responsibilities are delegated to them. The home provides young people with a healthy environment where young people can access the services they need to promote their positive health. Individual health plans are used by staff to promote and meet the health needs of individual young people.

Young people are supported to make a positive contribution to the home and the wider community. They benefit from positive opportunities to pursue their leisure needs, develop new skills, interests and hobbies. Young people make friendships and develop their social networks as a result of their participation. Young people are more confident, sociable and outgoing having accessed a wide range of enjoyable activities.

Young people benefit from homely, spacious, comfortable, high quality living accommodation. Local amenities are easily accessible as are local places of interest. Young people's bedrooms are individualised and these are decorated in accordance with their needs and wishes. The home provides young people with a gymnasium,

study room, beauty salon, art studio and a games room. Young people benefit from a well-resourced home.

Safeguarding children and young people

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

Young people are actively protected from abuse, intimidation, harassment, bullying, neglect and exploitation. They receive good support and protection to be safe and feel safe. Staff are trained in child protection so they know how to deal with any allegations or suspected abuse. Safe recruitment procedures are followed robustly to protect young people from unsafe and unsuitable people.

There are no issues with bullying. Young people live in a highly supportive environment that promotes their welfare and safety. Young people are encouraged to behave responsibly, to be respectful, fair and reasonable with each another. Inappropriate behaviours are challenged appropriately. There is zero tolerance towards bullying behaviour.

The use of restraint is viewed as a last resort. This is only ever used to prevent young people from suffering accident, harm or injury. The recording of restraints is generally detailed and thorough. However, one particular restraint could be misinterpreted as being too excessive. The duration of the measure used was recorded incorrectly. This has no impact on the quality of young people's care.

There are effective systems in place to promote young people's safe return if they are missing. The home has a joint protocol with the local police for reporting young people missing from care. This enables staff to follow agreed protocols and work with the police to keep young people safe from harm. Risk associated with young people going missing are recorded clearly. However, there are risk assessments that are not written in accordance with the joint protocol. Consequently, this could lead to unsafe or inconsistent practice. There are ongoing difficulties with some young people going missing. However, the home continues to work hard to minimise this type of risk taking behaviour.

Young people live in a physically safe and secure environment. Health and safety within the home is managed efficiently. Household appliances are regularly serviced and fire drills are held within the required timescales. However, the time taken to complete a fire evacuation is not recorded to monitor the effectiveness of the fire drill. As a result, there is little evidence to show that fire drills are undertaken efficiently.

Leadership and management

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

Young people benefit from a home that is managed efficiently and effectively. They are cared for by well trained, fully qualified, highly capable and experienced staff. All

hold a professional qualification. The home employs a full-time permanent manager is registered with Ofsted. The manager exercises excellent leadership qualities to promote the smooth day-to-day operations of the home. Staff are enthusiastic about their roles and their efforts are channelled effectively. Staff benefit from regular supervision, support and good quality training.

The home has a proven track record based on its inspection history and performance since the last inspection. It meets the aims and objectives of its Statement of Purpose comprehensively. The home can demonstrate the positive impact it has made to young people's lives and how their life chances have improved over time. The home can demonstrate its commitment towards continuing improvement. There is a written development plan in place to promote the future improvement of the service.

There are rigorous systems used to monitor the standards and quality of young people's care. In addition to internal audits and external Regulation 33 visits, there are further quality assurance visits undertaken. These are conducted by independent reviewing officers, twice a year. Combined these systems review the quality of young people's care very effectively. Young people are consulted as part of this process and their views and opinions are represented well.

The home has not received Regulation 33 reports, within specified timescales, to ensure prompt action can be taken to address any areas of concern. Furthermore, Regulation 34 reports have not been sent to Ofsted at six monthly intervals as statutory guidance requires. Significant events are notified to the appropriate authorities so that action can be taken to keep young people safe, if needed.

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.