

Inspection report for children's home

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| <b>Unique reference number</b> | SC034301      |
| <b>Inspection date</b>         | 31 July 2009  |
| <b>Inspector</b>               | Thomas Webber |
| <b>Type of Inspection</b>      | Random        |

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|--------------------------------|--------------|
| <b>Date of last inspection</b> | 3 March 2009 |
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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 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**

This home provides care and accommodation for five young people, male and female, aged 12 to 16 years who may be experiencing emotional and behavioural difficulties and who may have been assessed as having special educational needs.

The home is a large detached 1960s property, situated in a quiet corner of a residential area adjacent to a community farm. Local bus routes located nearby provide easy access to the amenities of the city centre.

### **Summary**

This unannounced interim inspection took place over one day. This forms part of the annual inspection programme to examine the standard of care and services provided to young people. At the time of the inspection, five young people were accommodated.

This home continues to provide a good standard of care to young people which ensures that good outcomes are achieved for them. This is supported by positive comments made by young people and documentary evidence seen.

The overall quality rating is good.

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

### **Improvements since the last inspection**

The home has taken action to address the requirement and recommendations made at the last inspection. These relate to the recording and monitoring of sanctions and formal supervision of staff.

### **Helping children to be healthy**

The provision is good.

Young people are encouraged to eat healthily. A varied and satisfactory menu is established in consultation with the young people and alternatives are available to the meals offered. A selection of fresh fruit and juices is readily available on a daily basis. Individual sheets are also established which records all food eaten by young people. Opportunities are available for young people to be involved in the preparation and cooking of meals with the support of staff as well as independence training. Young people commented positively about the quality and quantity of food provided.

Safe medication storage practices are maintained with all medication being kept secure in facilities in line with best practice. Suitable systems are established for the recording of medication administered.

### **Protecting children from harm or neglect and helping them stay safe**

The provision is good.

Staff actively promote the rights of young people by ensuring that their privacy and dignity is respected. Young people's information is kept secure and is confidentially handled. Clear policies and procedures are established for dealing with any complaints with young people being given clear information about this procedure. Young people are supported to raise any issues of

concern openly and the process of making a complaint is clearly understood by them. There have been no complaints received since the last inspection.

Young people live in a safe environment where their welfare is promoted and they are protected from abuse. Suitable child protection policies and procedures are established and staff have easy access to the Local Safeguarding Children's Board procedures. All staff have also received child protection training.

An anti-bullying policy is established and this is conveyed to the young people on admission. Bullying is not seen as a major area of concern. However, staff take action to challenge any incidents of bullying either on an individual or group basis with the focus being placed on its effects.

A clear system is established for the reporting and recording of any event where a young person goes absent without consent. Staff inform all relevant parties of any incidents of absconding.

Young people are supported to develop socially acceptable behaviour through encouragement, reinforcement and positive behaviour incentives. Sanctions and the use of physical restraint are also used where necessary. Staff challenge any negative behaviour displayed by young people, their effects and ways of limiting these. All staff are trained in the use of physical intervention. The administration of the records of physical intervention is poor. They do not record the reason for this method of control in sufficient detail, the incident form number is not recorded and therefore cannot be easily cross referenced and not all incidents are fully recorded at the time of the intervention. However, sanctions are now being suitably recorded and regularly monitored by the management team.

Robust health and safety policy and practice guidelines are in place to ensure that the staff and young people are appropriately safeguarded. Young people and staff regularly practise fire evacuation procedures and the various fire safety records are accurate and up to date, this includes the home's fire risk assessment.

Previous checks have confirmed that robust staff recruitment practices are established for the careful selection and vetting of all new staff to ensure the protection of young people. No new staff have commenced employment since the last inspection, therefore, this standard could not be assessed on this occasion.

### **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 good.

The home's design and location is suitable for its stated function. Young people live in a homely and welcoming environment which provides them with a good level of communal space to meet their individual and collective needs. The communal space has recently been extended to further enhance the facilities available to young people. These are maintained to a good standard being clean, tidy and comfortable. The communal areas are also furnished and decorated to a good

standard and a programme of redecoration continues to be undertaken which further enhances the young people's living environment.

Young people are provided with individual bedrooms which are personalised to their individual tastes. Locks are fitted to their bedroom doors which can be accessed by staff in an emergency. The premises also provide sufficient bath, shower, toilet and laundry facilities to meet the needs of the home.

## Organisation

The organisation is good.

The staff team are properly managed and supported so that they can safeguard and promote the welfare of young people. Various forums are established to ensure that staff are kept up to date with regard to any issues pertaining to the home and young people. These include regular staff meetings, daily handover meetings and formal and informal staff supervision.

Young people are looked after by a staff team who are competent and trained to meet their needs. Staff are supported to increase their knowledge and skill base by attending various mandatory and specialist training. Significant improvements have been made to ensure that the minimum ratio of 80% of the staff team have achieved the National Vocational Qualification at level 3 in the Care of Children and Young People. This is now exceeded with all but one member of care staff having achieved this qualification.

The home is committed to providing sufficient staff on duty to meet the individual and collective needs of the young people. Two care staff are on duty in the mornings and three in the afternoons and evenings. Two members of care staff also sleep in each night. The home ensures that there is always a female member of staff on duty. Staff have a variety of experience in the care of young people and there continues to be little staff turnover.

Young people live in a supportive environment where positive relationships were observed between the staff and young people. A friendly and relaxed atmosphere has been created where young people can freely express their views on a day-to-day basis. Staff carry out their duties in a warm and caring manner where young people are relaxed and at ease within their company. Young people commented positively about the care and support provided to them.

## 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 Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

| Standard | Action                                                                                                                                                     | Due date       |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 22       | ensure that a full written record is maintained of all physical interventions applied and that these are recorded in sufficient detail. (Regulation 17(4)) | 10 August 2009 |

### Recommendations

There are no recommendations.