

Inspection report for children's home

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Inspection date	08/02/2012
Inspector	Dorrit Andrews
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	21/09/2011
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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 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 progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection (March 2011)*.

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Service information

Brief description of the service

This home provides long-term residential care for up to six young people who have emotional and behavioural difficulties. The home is owned and operated by the local Children's Services Department.

Progress

Since their previous inspection the service is judged to be making **good** progress.

At the full inspection in September 2011, the overall quality rating for the home was judged as good with four recommendations set within the inspection report.

The home demonstrates continued improvement in its leadership and management and the quality of care provided. Each of the recommendations raised at the previous inspection have been suitably addressed. Letters, translated where appropriate, have been sent out to social workers and parents explaining when and where access to areas of the home would be restricted. Agreements in response have been placed on file. It has been made clear that any restriction of access would only be used on very rare occasions to safeguard and promote the welfare of young people. Re-decoration of the landing and bedroom corridors has taken place to maintain the provision of a welcoming and homely environment. A scheme of works has been agreed for the pool room and the ground floor hallways are in the process of being painted. A great deal of work has been undertaken in relation to the compilation of Schedule 6 reports. These now more accurately reflect the level of monitoring and evaluation taking place. In addition, changes have been made to the language used in the Children's and Young People's Guide to ensure it is more user friendly and its target audience better informed.

The home has recently experienced a highly challenging period in relation to the behaviour and needs of individual young people. Staff have worked extremely hard to continue to provide a supportive and consistent environment and they remain highly committed. Residents' meetings continue to provide an effective forum for consultation and listening to young people's requests. For example, young people are no longer supervised when spending their reward money. This is greatly appreciated by those young people spoken with who see this change as providing them with greater trust and more responsibility. There is a stronger focus on supporting young people to develop their independence and life skills. For example, staff are regularly supporting young people to visit the job centre, each young person now cooks an evening meal for themselves once a week and there are clearer expectations regarding the completion of tasks such as laundry. Young people's engagement in activities and interests continues to be encouraged through listening to young people and staff sharing their own interests such as football, cooking and photography. These practices promote young people's overall well-being and contribute to the

maintenance of positive relationships within the home.

Young people confirm that they are able to talk to staff if they are worried or concerned. They consider the home to be 'looking better' as a result of the re-decoration taking place and are looking forward to the planned work on the pool room being completed. Things are 'okay' and they generally get along together. Some have been reluctant to cook in the past and are not always keen in doing so now. However, with the support of staff and the cook they have recently managed to prepare and cook a meal and are pleased with their achievements. Young people report that some things change as a result of residents' meetings and therefore they feel listened to. Thoughts are now turning to the planning of holidays and some individuals have begun saving in anticipation.

Since the last inspection a number of other developments have taken place. The home's development plan has been reviewed and strengthened by much clearer aims and identification of the action to be taken to achieve these. Decisions affecting the education provision of young people are being more robustly challenged to ensure they receive appropriate provision for their needs. The home's incident report format has been re-designed to improve the communication of information to a range of professionals. In response to the behaviour of some young people impacting on the local community, a community log book has been developed to facilitate effective follow up and monitoring by the home's management team. In addition, a number of training events have been attended to promote the development of the team and updating of practice. These include restorative approaches, safeguarding, behaviour management and depression in young people. The manager has also embarked on further professional training to support her role. Staff have a positive view of the improvements being made and their positive impact on young people and the operation of the home. The team is highly supportive of one another.

The home demonstrates a clear and highly active commitment to the development of a high quality service to promote and achieve positive outcomes for young people. One requirement has been raised as result of this visit in relation to the submission of Regulation 34 reports to Ofsted. The identified shortfall does not directly impact on the outcomes for young people.

Areas for improvement

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
34 (2001)	ensure copies of reports relating to the review of the quality of care are supplied to HMCI. (Regulation 34.2)	30/03/2012

Recommendations

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