

Inspection report for children's home

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Inspection date	15/12/2011
Inspector	Jacqueline Malcolm
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	27/07/2011
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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

The children's home is run by a local authority. It is registered to accommodate up to four young people of either gender who have experienced behavioural and emotional difficulties.

Progress

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

This was an unannounced interim inspection. The purpose of this visit was to look at what improvements the home has made since the previous inspection, the extent to which young people are supported and able to influence the running of the home. Also, the effectiveness of leadership and management in monitoring the home's performance. At the last full inspection the home was judged to be good. This has not changed as a result of this inspection.

Two requirements made at the previous inspection have been addressed. The manager is undertaking a recognised management qualification and Regulation 33 visits since September are conducted by independent reviewing officers. These improvements further enhance the quality of care that young people receive, providing reflective and constructive management support and an independent management overview. Of the two recommendations made, one has been met to ensure that avoidable hazards in the areas close to fire exits and young people's bedrooms are removed. The second recommendation relates to responses to actions identified in the homes risk assessment. This is well on its way to completion because plans are in place for the work to be completed, although there is no outcome to date. These developments safeguard young people, staff and visitors to the home from risks to their health and safety.

Young people live in a homely, warm, welcoming and safe environment. The home is very well maintained and attractively decorated, currently reflecting the Christmas period and previously Eid. Plans are in place to complete the decoration programme to maintain the young people's bedrooms to the same standard as the rest of the home. Young people like and respect their home, which makes them feel valued and well cared for.

Young people continue to benefit from highly positive relationships with staff. Communication between staff and young people is very good. Young people are actively involved in decisions about their future plans and the way the home is run. For example, individual consultations with young people has increased, which promotes positive attachments and trusting relationships. Some young people participated in developing the area outside of the home and they engage in enjoyable activities. Young people are actively listened to and responded to by staff.

They can attend their reviews and express their wishes and feelings. Young people say they like the staff and say they are kind to them. Young people confirm that they feel safe. They know who to speak to with any concerns and generally get on well with each other. An issue of concerns was acknowledged by a young person who said the matter was resolved. One young person says, 'its really nice' another said that the staff are 'kind' to them. Staff present as positive about their level of engagement with young people and invest in them regardless of their starting points. This culture promotes an environment where young people can thrive.

Young people are actively encouraged and supported to achieve their educational or employment goals. Young people in school are excellent attendees. They are making good progress and have clear aspirations. A number of young people preparing for independence are seeking employment opportunities and the support provided by staff empowers young people to progress their chosen interests. Young people are taking good advice to ensure they can improve their employment prospects.

The manager is committed to consistently improving outcomes for young people. He takes active measures to ensure effective communication with the team, stakeholders and relevant parties to ensure issues in relation to young people are shared and addressed. Impressively, the staff team are highly motivated and committed in the same way as the manager and strive to improve their practice. Morale is good. Staff feel well supported, motivated and are knowledgeable about the young people and their plans. Good management overview ensures the quality of care delivered to young people is consistent and improves their life chances. However, aspects of quality monitoring fall below standard. For example, not all notifications have been received by Ofsted in a timely manner, so it is not known sooner about incidents and the responses made to safeguard young people. Regulation 33 monitoring, although welcomed as a positive development by the home does not report on disciplinary measures, use of restraint and missing person's records at every visit.

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
30 (2001)	ensure all notifiable events are notified to Ofsted without delay. (Regulation 30, Schedule 5)	30/12/2011

Recommendations

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

- take action to respond to any potential sources of harm, in particular as identified in the fire risk assessment (NMS 10.8)
- ensure that visits to the home carried out under Regulation 33 include relevant checks set out in regulation and guidance, in particular checks of any disciplinary measures and use of restraint and records of missing person's reports at every visit. (NMS 21.7)