

## Inspection report for children's home

---

|                                |                 |
|--------------------------------|-----------------|
| <b>Unique reference number</b> | SC035220        |
| <b>Inspection date</b>         | 13/12/2012      |
| <b>Inspector</b>               | Bill Drumm      |
| <b>Type of inspection</b>      | Interim         |
| <b>Provision subtype</b>       | Children's home |

---

|                                |            |
|--------------------------------|------------|
| <b>Date of last inspection</b> | 11/07/2012 |
|--------------------------------|------------|

---

© Crown copyright 2012

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

## Service information

### Brief description of the service

This local authority children's home provides care and accommodation for up to three children of either sex, aged 12 years to 17 years. It is registered to care for young people whose main needs arise from emotional or behavioural difficulties.

### The inspection judgements and what they mean

|                              |                                                                                                                                                                                                                                                                      |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Good progress</b>         | 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. |
| <b>Satisfactory progress</b> | 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.                                  |
| <b>Inadequate progress</b>   | 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.                            |

## Progress

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

At the last inspection in July 2012, the overall effectiveness rating of the home was good. The home has made good progress since the last inspection. Developments and improvements ensure that young people remain well-cared for and safe. Young people appear happy living at the home and have a warm, relaxed and friendly manner with staff.

Three recommendations were made at the last inspection and all of these matters have been addressed. One recommendation was made in relation to the home's complaints process. Although complaints from young people are rare their comments, following a complaint investigation, are important. The home's manager has ensured that the outcome of any complaint made by a young person is fully explained to them and that they have the opportunity to formally record their comments and opinions of the outcome. This helps young people to feel listened to and helps to ensure staff deal with complaints appropriately.

The second recommendation was to ensure that a full written record of any young person being missing from home is retained on their own individual case file. The

home's manager has reviewed all the case files and has ensured that, where applicable, this information is now retained. This means that monitoring of locations where a young person may have run away to is maintained and that any patterns of behaviour can be identified.

The final recommendation was in relation to visits to the home by an independent visitor. The independent visitor did not routinely speak with staff about the quality of care in the home and the service delivered to young people. Documentation used by the independent visitor to record their visits has now been reviewed and up dated. The documentation has specific areas which they must complete in order to collate this information. This helps to ensure that all interactions are fully recorded and that the opinions of all those involved are borne in mind, particularly staff members.

Since the last inspection, the home's Registered Manager has had a period of absence from the home. The organisation has made alternative arrangements to ensure the home runs properly and that staff receive the supervision and support they need to care for young people. The home's acting manager has applied to Ofsted to become the home's Registered Manager.

In addition to the above, the home has made improvements in other areas. A programme of minor building work is scheduled to take place in the New Year. This will help to ensure the home is well maintained and remains a safe place to live. In addition, two young people have moved on to live elsewhere. One young person has moved back to live with a family member and has enrolled onto a course of study at a local sixth form college. This will help them to achieve their maximum potential. The other young person now lives independently in her own flat. Staff at the home helped to secure the young person the necessary furnishings to make her home comfortable as well as ensuring it was appropriately decorated. This will help the young person to live in a nice place and to make as successful transition into adulthood. One other young person is being actively supported by staff to attend school on a full-time basis. The support of staff is crucial in ensuring the school can maintain the young person in the classroom despite their sometimes negative behaviours. This will help the young person to mix appropriately with their peer group and to make friends outside of the home.

## 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*.