

Inspection report for Children's Home

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Inspector	Monica Hargreaves
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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 outcomes for children set out in the Children Act 2004 and the relevant National Minimum Standards for the service.

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 is owned and managed by a charitable organisation. It is registered to provide both short breaks and longer-term care to children and young people with complex disabilities and sensory impairment, who are aged from seven years to 17 years. The home forms part of a school campus. The school is inspected separately by Ofsted.

Young people are accommodated in three houses. Each house has a bathroom, kitchen, dining area and lounge. Young people have individual bedrooms. The school and home are set in several acres of land which provides opportunities for play and other activities. On-site facilities include an adapted swimming pool, hydrotherapy pool, sensory rooms and sports facilities. A multi-disciplinary team of health professionals work at the school and home. The team includes speech and language specialists, physiotherapists, occupational therapists, audiologists, paediatric and psychiatric services.

The amount of time that the young people are accommodated at the home varies, with some of the young people accommodated for 52 weeks a year, others for one night per week and others at weekends or during term-time only.

There were four young people present in different houses at the time of this inspection.

Summary

The overall quality rating is outstanding.

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

This was an unannounced interim inspection. Key standards in staying safe were assessed and recommendations made at the last inspection were also considered.

The service continues to provide an excellent standard of care and the judgement for this outcome area remains outstanding. There are highly effective procedures and excellent care practices in this service that ensure that young people are cared for safely. Staff are well trained to understand and meet the complex and diverse needs of the young people they care for. They manage incidents of difficult or challenging behaviour very well so that young people and staff are protected. Bullying is not an issue in the home and young people are appropriately supervised and not able to leave the home without the knowledge of staff. Staff deliver personal care to young people in a way that promotes their personal dignity whilst keeping them safe.

No actions or recommendations have been made as a result of this inspection.

Improvements since the last inspection

At the last inspection the manager was asked to develop some aspects of the recording systems. Both recommendations made as a result of that visit are met.

Staff keep a food diary for each young person that records what they have eaten throughout the day. This enables them to monitor young people's diet closely and promote their health and general well-being.

The manager has developed the transition planning information that is recorded for individual young people. Records that are kept show clearly the detailed assessments that are undertaken when a young person is referred for a service and also how decisions about the admission of young people to the home are reached.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

The safety and well-being of the young people who live in the home is at the forefront of all practice. This results in highly effective systems which ensure that young people are cared for safely. For example, there are robust policies and procedures for managing child protection issues, bullying and complaints. Staff are trained in child protection procedures and have an excellent understanding of their individual responsibilities to report and manage safeguarding issues in a way that protects young people. A senior member of staff in the organisation has a lead role in safeguarding matters and has developed strong links with the local safeguarding children board and the local authority designated officer for safeguarding matters. These links support the excellent practice in the home. The development of the organisation's own safeguarding board, whose members are drawn from all parts of the service, has further improved the scrutiny of the work that is done to protect vulnerable children and young people.

Staff are trained in the safe delivery of personal care. There are policies and procedures that deal with privacy and confidentiality and clear boundaries which promote safe working practices. Staff balance young people's right to privacy with the need to ensure their safety when they deliver personal care, so that young people are cared for in a way that promotes their personal dignity without compromising their welfare.

Complaints are well managed within the service. They are thoroughly investigated and the outcome is made known in writing to the complainant. Staff are adept at communicating with young people who do not use speech so they are able to

understand how individual young people make their dissatisfactions known and they take action to remedy any issues that are identified. They keep in close contact with parents and professionals involved with young people which enables them to respond promptly to any concerns that are raised on behalf of young people.

Bullying is not an issue in the service, although staff remain vigilant to the possibility that young people may target one another and take appropriate action to supervise and protect them. Staffing levels are very good which means that young people are appropriately supervised. Risk assessments are kept up to date and staff have a clear understanding of the vulnerabilities of the individual young people they look after and of the agreed strategies that are in place to protect and support them. The level of supervision from staff ensures that the whereabouts of young people are known at all times and that they are not able to leave the service without the knowledge of staff. There have been no incidents of young people going missing from the home.

Staff have a very positive view of the young people they look after and support and encourage them to behave in ways that are socially acceptable. They clearly understand the specific needs of the young people in their care and work very well to minimise the likelihood of young people's behaviour becoming challenging. There are regular multi-agency meetings where young people's risk assessments and behaviour support plans are reviewed. These meetings ensure that the most appropriate strategies are in place to support young people effectively and protect them. Staff are properly trained in this aspect of their work and incidents of difficult or challenging behaviour are well managed, with the lowest level of intervention necessary to protect young people and staff.

There are highly effective arrangements which ensure that the environment is kept. The organisation has a designated manager and staff who take a lead responsibility for the oversight of all health and safety matters. There is a robust system in place for checking and servicing all of the equipment across the site and records confirm that these are all up to date. Each young person has a personal evacuation plan and care staff are trained in emergency procedures, so that they know how to support young people safely out of the building in an emergency.

Staff recruitment procedures are extremely robust and ensure that all staff are thoroughly vetted to assess their suitability to work with vulnerable children and young people. The organisation has an excellent security system and all visitors to the site are checked. These arrangements ensure that young people are protected from individuals who might pose a risk to them being able to gain access to the service.

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 not judged.

Organisation

The organisation is not judged.