

Inspection report for Children's Home

Unique reference number	SC036026
Inspection date	30/09/2010
Inspector	Debbie Foster
Type of inspection	Random

Date of last inspection	25/02/2010
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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 provides up to five long-term placements for young people of either gender aged between 11 and 15 years on admission.

The accommodation consists of five single bedrooms and communal areas for eating, studying and relaxing. There is a computer room and private telephone area.

The home is in a residential area, close to the local shops, public transport, health and leisure facilities.

Four young people live in the home and two were present during the inspection.

Summary

The overall quality rating is good.

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

This was an unannounced interim inspection focusing upon the outcome group staying safe. Additionally the one recommendation made at the last inspection in February 2010 has been reviewed to see if it has been implemented.

Young people have taken part in this inspection.

This is a good service. Young people's safety is a priority. This is achieved through staff receiving essential and relevant training and their nurturing approach to caring for young people.

Improvements since the last inspection

At the last inspection the registered person was asked to address areas relating to economic well-being.

There is a written plan in place for young people to support and assist them in preparing for and leaving care. However, not all pathway plans set targets and timescales to achieve all identified areas with the young person to ensure they will fully equipped for independence before leaving care.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Young people said the staff always knock on their bedroom door before entering. They see their visitors and make phone calls in private. Records are securely stored to ensure confidentiality. Therefore, the young people's privacy is respected and information confidentially handled.

Complaints made to the home are addressed without delay which indicates that concerns are taken seriously. The staff and the majority of young people are aware of the full and formal procedure of how to complain. Records show that immediate action is taken and the outcome recorded when they occur. However, one young person has raised concerns with staff and these have been dealt with, but they are not clear about the formal procedures.

The manager is proactive in promoting good relationships within the community. Complaints from neighbours are taken seriously and dealt with thoroughly and effectively. The manager continues to attend meetings with neighbours and the local police to resolve issues.

Any significant event affecting the welfare of a young person is reported to the relevant agencies, including Ofsted.

Young people's welfare is robustly promoted in the home. Staff receive detailed safeguarding training which is part of a three-year programme. The safeguarding procedures are available for staff to refer to and staff are aware of these. Safeguarding matters have been promptly referred to the Local Safeguarding Children Board and appropriate action taken. The home has a number of links with health and other professionals to support and safeguard young people.

Bullying is not tolerated in the home. Staff have a good understanding about countering bullying and clear strategies are in place to support young people. Procedures and practices in the home help to ensure young people receive good guidance and support to protect them from bullying. However, direct work on bullying is not occurring as part of the identified support and risk management.

Staff respond appropriately to protect young people when they go missing without authority. Specific individual protocols are in place in the event of a young person going missing. There has been continued progress in supporting young people in this area, where there has been a history of such behaviour. Absences have reduced significantly.

Young people are aware of the circumstances when they will be reported missing. Staff carry out ongoing work with young people about keeping themselves safe. The home has strong links with other agencies to assist in supporting young people well in this area. They respond positively to the young people when they return to try and ensure their future safety.

Staff's approach to caring for young people is to build positive relationships, listen to their views and communicate well with them. Positive behaviour is promoted by having clear boundaries in place. Young people receive rewards for their positive and good behaviour. These are regularly reviewed and involve the young people. Young people said they have positive relationships with most of the staff that look after them.

There have been no sanctions made since the last inspection and minimal low level physical interventions have taken place. The sanctions and restraint records include the majority of the required information. However, the new printed log for physical interventions does not have a section to report on the effectiveness and consequences of the event which is required by the regulation.

The young people live in a home that provides physical safety and security. Risk assessments are in place for young people and the home which cover the relevant areas in good detail. Staff are fully aware of the risk assessments and explained how they are implemented on a day to day basis.

All health and safety areas are monitored by the manager and the staff team to ensure appropriate measures are in place to keep young people safe.

Fire records indicate that all checks on the system and appropriate fire safety training and instruction have taken place. Frequent fire drills take place which young people also take part in. This ensures everyone is familiar with the procedure to follow in the event of a fire.

The recruitment files have not been checked on this inspection due to them being held at the human resources department. Previously the service has been found to follow robust recruitment checks. This area will be checked on the next key inspection.

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.

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/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

Std.	Action	Due date
22	ensure the physical intervention record has a section to record the effectiveness and consequence of such an event (Regulation 17 (4) (f))	28/11/2010

Recommendations

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

- ensure all young people are aware of the formal complaints procedure (NMS 16.1)
- ensure children who bully are given suitable guidance. In particular where identified, direct work is carried out on bullying and its impact on others (NMS 18. 4)
- ensure pathway and the linking care plans set out clear objectives and how these will be met. In particular identifying relevant timescales for young people to have all necessary skills and resources in place to assist in fully preparing them for

leaving care. (NMS 2.1 & 6.1)