

Inspection report for Children's Home

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Inspection date	07/03/2011
Inspector	Judith Longden / Mark Ryder
Type of inspection	Random

Date of last inspection	14/07/2010
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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

The home is a children's respite service registered to a local authority and located near the centre of town. It provides respite and overnight care for up to eight children and young people with learning and/or physical disabilities who are aged between five and 15 years of age.

There are eight single bedrooms with two lounges, a play area, soft play area and two dining rooms. There is a secure outdoor play area at the back of the property, a playground at the side with a range of equipment, and car parking is at the front. The home is close to local shops and leisure facilities. There is good access to public transport.

Seven young people were present during this visit.

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 on the key standards in staying safe and to assess progress on the action and two recommendations set at the last inspection. No other areas were assessed. The outcome judgement for staying safe is good and the overall judgement continues to be assessed as good.

The home continues to provide a good standard of care. Young people receive extensive individual support from a committed and proactive staff team. Staff respect young people and establish strong relationships, encouraging positive behaviour. Bullying and going missing are not issues in the home although robust policies and protocols are in place for staff in the event of any incidents. Effective safeguarding systems also ensure young people are kept safe. There are however some areas for improvement. Health and safety checks are inconsistent and locks on bathroom doors are not appropriate.

One action and two recommendations were set as a result of this inspection with one further recommendation restated from the previous visit.

Improvements since the last inspection

At the last inspection there was one action and two recommendations. The action and one recommendation have been assessed as met. The complaints procedure has been updated to include contact details of the current regulatory body. Supervision records now record if a personal discussion took place during supervision. The second recommendation from the last inspection remains in place. Updated forms

for parental consent for staff to administer minor first aid and non-prescribed medication have been sent to parents. However, many have yet to be returned and require a follow-up.

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 at this home live in a caring and nurturing environment. They are protected by well-planned and effectively implemented behaviour management strategies developed in conjunction with their schools to ensure consistency. The home values feedback on their services and a questionnaire for parents and young people has been developed. This uses simple questions and symbols to gain views and ensure the involvement of young people.

Young people's privacy is respected by a staff team sensitive to their needs. Information is handled and stored correctly, ensuring the confidentiality of young people is maintained.

Parents' and young people's views are valued and listened to through an accessible complaints process. Complaints are recorded and managed effectively.

Staff are proactive and vigilant in their protection of young people. They know how to respond to child protection concerns, are properly trained and are aware of specific needs and behaviours of young people. This ensures young people are kept safe and protected. Matching of young people by the staff team planning the groups and activities at shift handover reduces the potential for conflict. Any issues are dealt with quickly by the staff ensuring young people are protected from bullying. Good relationships exist between staff and young people and their various communication needs are well supported. Positive behaviour is rewarded and young people are encouraged to develop socially acceptable behaviour. Wholly appropriate records are retained in respect of sanctions, consequences and physical interventions. Measures to manage inappropriate behaviour are reasonable.

Clear procedures ensure staff know what to do if a young person goes missing; however this is not currently an issue at this home. A high ratio of staff to young people further reduces the likelihood of young people going missing.

Electrical appliance testing and home maintenance checks have been carried out successfully. However, the home has a variety of bathroom locks that are not suitable and there are trailing wires from the television set. The fire alarm, lighting and equipment checks are inconsistent. These are areas for improvement to promote

the physical safety of young people.

At the last inspection the recruitment procedures were found to be robust and there have been no new staff recruited since that inspection. Careful monitoring of visitors to the home ensures young people are protected.

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
26	ensure all parts of the home to which children have access are, so far as reasonably practicable, free from hazards to their safety, in relation to inappropriate bathroom door locks. (Reg 23)	18/04/2011

Recommendations

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

- create a risk assessment identifying hazards, estimating the level of risk to health and safety with regards to access of wiring and cables in the home (NMS 26.2)
- ensure there is regular testing of emergency lighting, fire alarms and fire fighting equipment. (NMS 26.8)