

## Inspection report for Children's Home

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| <b>Unique reference number</b> | SC036917     |
| <b>Inspection date</b>         | 15/03/2011   |
| <b>Inspector</b>               | Martin Davis |
| <b>Type of inspection</b>      | Random       |

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|--------------------------------|------------|
| <b>Date of last inspection</b> | 08/07/2010 |
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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 provides short and medium term residential care for up to five young people of both sexes between the ages of 10 and 17. The home also undertakes outreach work with young people and their families, either to prevent the need for accommodation, or to support them once they have left the home.

The home is a three-storey purpose-built house on a residential road in South London. There are five bedrooms for young people, all single occupancy. The home aims to provide a safe, nurturing environment where young people's care plans can be put into action. Young people and their families are involved in the reviewing process, and staff work closely with them, placing social workers and other professionals to achieve positive outcomes for the young people in their care.

## **Summary**

The overall quality rating is satisfactory.

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

This unannounced inspection followed up on the requirements and recommendations made in the last report. In addition key standards were inspected under the outcome staying safe. Staff, including the manager, were interviewed and the inspector met and talked with two young people. While the overall rating of satisfactory remains unchanged, this inspection identified improvements under staying safe and this outcome area is now rated as good.

Staff have established particularly positive relationships with young people, this provides a foundation from which individual needs are met. Young people report that they feel safe in the home and are well cared for. The home has established effective working relationships with health professionals, and careful care planning ensures that risks are clearly identified and understood.

### **Improvements since the last inspection**

At the last inspection of the home in July 2010 three actions and five recommendations were made. The management team have responded positively and satisfactory action has been taken in relation to all of the recommendations and two of the actions. The final action is not yet met in full due to impending building works within the home.

Individual and environmental risk assessments have been reviewed and revised where necessary and fire precaution records have been updated so that they include the names of all children and staff who have participated in fire drills. The manager has renewed guidance on permissible and non-permissible sanctions and this is

followed in practice. Work to renew electrical systems and other services in the house is about to commence, a sensible decision has been made to delay re-decorating the home until this work is complete.

Contact arrangements for each young person are clearly recorded on file and are understood by staff, there is clear evidence to confirm that staff work hard to develop and maintain relationships with parents and other person's significant to the young people. Health care plans have been updated and care is taken to ensure that food is disposed of once it passes its 'use-by' date. Young people are actively engaged in menu planning and menus now record what is served.

### **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.

Staff take care to ensure that they respect young people's privacy. Young people confirmed that staff treat them with respect, for example knocking before entering bedrooms and providing young people with space when they wish to spend time alone. Care plans and risk assessments clearly set out the levels of supervision required to keep individual young people safe, a stable staff team is provided and individual staff understand well the care needs of each young person placed. Appropriate policies and guidance regarding privacy are in place and where there is any concern that these are not adhered to, the manager investigates and takes action to improve practice.

An effective complaints system is in place and where lessons are identified swift action is taken to improve service provision. Five complaints have been made since the last inspection, all have been investigated and in each case the complainant has been satisfied with the action taken. External monitoring of the home is effective and includes a review of complaints received to identify any patterns or concerns. Staff work hard to encourage young people to attend house meetings; this is now a particularly effective forum where low level concerns are identified and solutions agreed. Young people confirm that through discussion during house meetings problems are often resolved.

A competent and experienced staff team manage child protection concerns effectively. All staff receive regular safeguarding training and regular team meetings enable staff to review care plans and risk assessments. Specific arrangements have been made to ensure staff have access to a range of health professionals; this ensures that individual safe care needs are identified and met. Significant incidents are well managed with particularly effective joint agency working helping to ensure that young people are protected.

Staff supervise the young people closely and this minimises the opportunities for bullying and unauthorised absence to occur. Any such instances are addressed immediately and staff encourage young people to consider the impact of their behaviour. Older young people are encouraged to take responsibility for their own behaviour and through discussion with staff sensible boundaries are agreed; the number of significant incidents and use of physical restraint is low. Records of restraint are generally well-maintained, however these do not consistently record the outcome or effectiveness of interventions used.

Health and safety systems are effective, young people live in a safe environment. Fire precaution measures are appropriate with good systems in place to ensure routine tests, drills and servicing. Work is underway to improve and update the building; the manager of the home has worked with colleagues within the council to ensure that disruption is minimised and young people are safeguarded during these works.

### **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?**

## Recommendations

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

- ensure that the central record of restraint includes the effectiveness and consequences of the restraint (NMS 22.9)