

Inspection report for Children's Home

Unique reference number	SC037588
Inspection date	20/01/2011
Inspector	Gaynor Moorey
Type of inspection	Random

Date of last inspection	07/07/2010
--------------------------------	------------

© Crown copyright 2011

Website: 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.

You can obtain copies of The Children Act 2004, Every Child Matters and The National Minimum Standards for Children's Services from: The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

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 registered for a maximum of 6 young people between the ages of 5 and under 18 years. It is owned by a city council and provides short-term placements for young people with learning difficulties and physical disabilities.

The home is a large, detached house that has been adapted over the years to provide ground floor accommodation for young people with complex needs. The home has a range of specialist equipment, including hoists and assisted baths. The first floor is used for offices and the staff bathroom.

Summary

The overall quality rating is satisfactory.

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

This unannounced interim inspection took place on a weekday. The purpose of the inspection was to undertake a review of 'staying safe' and any actions and recommendation made at the last inspection.

The manager and the staff team continue to provide a satisfactory standard of care. Staff strive to ensure the safety of the children through the implementation of comprehensive and clear guidance, policies and procedures. The home has a new children's guide in three formats to inform young people about the services at the home. The staff are supported by the manager and systems that include supervision which is now undertaken on a regular basis and a full training programme.

Improvements since the last inspection

At the last inspection the home received four actions and four recommendations. The actions and recommendations related to the completion of complaint records which have since been corrected, with complaints being written into the correct log book. At the last inspection the home did not have a completed young person's guide, this is now in place and has been produced in three different formats related to the young people's communication needs. One action related to the regularity of staff supervision and a recommendation to have training records for staff on site. The supervision record indicated that staff are now having regular supervision although this did not start happening until November 2011 so another recommendation has been put into place to look at this. The training records are now in place and show a wealth of different training that is offered and provided to the staff.

The last action related to the maintaining of accurate and up to date record of measures of control used which also linked to two recommendations which were ensuring all restraint records were signed by a senior person and that all records are

monitored by an appropriate person at the home and kept up to date. At this inspection the system seen contained full details of any restraint incident and had been signed off between October and January. Between July and September there were still a lot of discrepancies. Records showed that they are now being checked and signed off on a regular basis.

The last recommendation was that the home needed to ensure that all records of fire testing on equipment and fire risk assessment were kept up to date. The home now has a new system and checks could be seen of the testing of equipment and a new fire assessment is now in place.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is satisfactory.

Staff ensure that children's confidentiality and privacy is respected and safeguarded by knocking on bedroom doors before entry. Confidential information relating to each child is kept in an appropriate locked facility. All information is contained in the staff office. Staff receive guidance on the confidentiality of information. Children in need of assistance to carry out personal care are treated with dignity and respect.

Policies and procedures are in place to safeguard and promote the children's welfare. Complaints are dealt with effectively and appropriately and staff enable children to make complaints. Children's complaints are taken seriously and investigated in an appropriate manner. There have been two complaints since the last inspection. These complaints have been dealt with appropriately with a positive outcome. Complaints are now clearly written into the complaint log book with the outcomes. Staff communicate through one-to-one sessions to seek the children's views and concerns.

Staff receive child protection training in their induction programme and also in subsequent refresher courses during their employment. The home has a clear policy when dealing with child protection which includes up-to-date safeguarding guidance. No child protect incidents have been recorded since the last inspection.

The home operates a policy of zero tolerance towards bullying and the children are made aware of the guidance on admission. Children's behaviour is identified and risk assessed within their behaviour management plans. Bullying is not identified as a problem at the home.

There is a policy and procedure for reporting children who are absent without authority. Records of absence without authority show that there have not been any

incidents. Staff are provided with clear guidance to address such situations with robust risk assessments in place to highlight any concerns the children may pose to themselves or others.

Records examined indicated that serious incidents are reported as required by regulation. The manager confirmed that serious incidents are investigated and they also involve other agencies. No significant incidents have been reported since the last inspection.

Staff strive in supporting positive behaviours and intervention with children. The children also share relationships with staff, which enables them to discuss issues and life within the home. Opportunities are also given in one-to-one sessions with key workers who understand the children's communication needs. All sanctions are recorded in a dedicated book. The number of sanctions used has gone down since the last inspection. Sanctions used are in line with the home's policy.

All staff receive training in the use of physical restraint. The home has a policy which offers guidance to staff in behaviour management and restraint. The children have risk assessments in place these are contained within their behaviour management plans. Restraint and physical intervention is used in the home. The restraint log book is no longer used and incidents are recorded in a file on numbered violent incident sheets. The information held on the sheets has been changed and is now in line with the required information. Violent Incident sheets contained a section where a signature is required of a senior person within the home. At the last inspection this was seen to be sporadic. This issue continued until September where records have since shown each record to be checked and signed. Staff support the children with their behaviour through appropriate professional relationships.

Areas of potential risk for the young people are assessed and the children are safeguarded where possible from harm. The home now has comprehensive documentation related to risk assessing activities, fire risk and the environment. Records demonstrate that the home's fire alarm system is tested regularly and evacuation exercises carried out. Checks were seen from outside agencies and from the home's monitoring systems. The home operates a system to monitor visitors. The home carries the appropriate amount of insurance. There are systems in place that now ensure children are safe when staying at the home.

Records of new staff employed since the last inspection indicate that staff are subject to a comprehensive recruitment process. The records show that all the necessary and required checks are completed prior to staff working with children.

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 all restraint records continue to be signed by a senior person (NMS22.9)
- ensure supervision sessions are ongoing on a regular basis (NMS28.2)