

Inspection report for Children's Home

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Inspector	Sonya Robinson
Type of inspection	Random

Date of last inspection	12/10/2010
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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 has been operational for a number of years and is well established within the local area.

The home is an extended three bedroom, end-of-terrace house within a residential area, close to local shops, transport links and community resources. The home provides care and accommodation for two young people, of either gender, between the ages of 12 and 16.

Accommodation is provided over two floors; the ground floor includes a kitchen, lounge, dining room and young people's lounge. Young people have their own bedrooms which are located on the upper floor.

On the day of this visit two young people were accommodated, although they were not present for this inspection.

Summary

The overall quality rating is good.

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

This visit was an interim inspection and was unannounced. One outcome area for young people was looked at during this inspection, which was staying safe. The inspection also looked at the progress that the home has made with the actions and recommendations made at the last inspection. These related to documentation for young people, the home's environment and monthly audit reports.

The home continues to be a good service that meets most of the national minimum standards. However, there are some issues around behaviour management which has resulted in the young people and the home becoming unsettled.

The home has made good progress since the last inspection. As a result of this inspection one action is made regarding the welfare of young people as a result of the above.

Improvements since the last inspection

At the last inspection one action and three recommendations were made.

The action was to ensure that a record of menus served is maintained. This has been completed and has been maintained.

The Registered Manager was also asked to review the implementation and

effectiveness of risk assessments. These have been reviewed and additional risk assessments are been introduced when necessary. Maintenance issues were raised, and since the last inspection the hallway and the young people's bedrooms have been redecorated. The last recommendation was to ensure that monthly audits undertaken by the representative of the home are sent to Ofsted. These have been consistently received since the last inspection.

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.

The service has comprehensive policies and procedures in place to ensure that young people are safe. Staff promote the privacy of young people well. They are respectful of young people's need for personal space and their right to have personal information treated in a confidential way. Young people can lock their bedroom door, enjoy personal space and have a lockable facility in their bedroom to keep personal items secure and private. Staff also work to encourage young people to respect and support each other.

The service has an established and thorough complaints procedure. It is accessible to young people, their families, neighbours and professionals. Staff ensure that young people know how to complain and provide reassurance that they will respond appropriately to any concerns. Young people know they can contact senior staff outside of the home if necessary. Young people are confident in their communication and staff seek to resolve matters quickly.

Robust child protection procedures are in place. Staff treat the safety and welfare of young people very seriously. Staff have appropriate ongoing training and have access to written procedures. Staff talk with young people to reiterate the importance of staying safe to develop the young person's own sense of personal responsibility.

Staff are familiar with the home's policy to counter bullying. Young people are aware that bullying is not acceptable. Staff promote positive role models and encourage young people to manage difficult situations in a mature and considered way and to develop their coping skills and tolerance.

The service has appropriate systems in place to protect young people should they go missing from home, including individual protocols that have been agreed with relevant agencies. Staff are open with young people about the procedures they need to follow when this occurs.

Young people are encouraged to develop socially acceptable behaviour. The staff team work closely together and communicate well, ensuring consistent practice across the team. Staff receive regular training in positive handling strategies and meet regularly to discuss and review progress. However, current behaviour management strategies are not always effective and young people's behaviour over recent weeks is causing concern, particularly around their night time routine. This is not promoting the welfare of the young people placed.

The home is well maintained and affords a comfortable and domestic environment. A comprehensive programme of maintenance and servicing is in place. Extensive risk assessments are also in place, for example, in respect of fire safety.

Recruitment procedures are sufficiently robust to assist in safeguarding young people, with staff files holding information in line with Schedule 2 of the Children's Homes Regulations 2001.

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 that the home is conducted so as to promote the welfare of the children, including the care and supervision of the children accommodated. (Reg 11 (1))	31/03/2011