

Inspection report for children's home

Unique reference number	SC040191
Inspection date	17 March 2010
Inspector	Helen Walker
Type of Inspection	Random

Date of last inspection	8 December 2009
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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 outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

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 children's home is owned by a registered charity who provides a number of children's homes and a residential family centre. In addition, the organisation offers day and respite care to children with disabilities. The home provides long-term accommodation for four children, of either gender, aged between eight and under 18 years. The age difference between the youngest and oldest resident must be no more than five years.

Two semi-detached houses have been combined into one to make a large family house on the edge of a residential estate and next to, but set above, a busy main road. Ground floor accommodation comprises of two lounges, a dining area, kitchen, utility room, telephone kiosk, staff office and two toilets. The first floor accommodation is separated into two halves by a door. Each half comprises of two bedrooms, one self-contained staff sleep-in room, and a bathroom.

The home is within walking distance of shops and public transport to the nearby city centre. There is a wide range of recreational opportunities within the immediate community and surrounding areas.

Three young people are resident in the home and two talked to the inspector.

Summary

The purpose of this unannounced interim inspection was to assess the key standards under the outcome area of staying safe. No other outcome area was considered.

The home continues to provide a good level of care to young people. No actions or recommendations for improvement have been made at this inspection.

Safeguarding systems promote the well-being of the young people. Young people's good behaviour is actively encouraged and managed positively. Young people say this is a good home to live in and consider staff treat them fairly and give them opportunities to change their behaviours.

The home environment is well maintained and systems are in place to ensure appropriate health and safety checks are carried out. Records relating to health and safety matters in the home are very well ordered and easily accessible to staff.

The overall quality rating is good.

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

Improvements since the last inspection

There are no previous actions or recommendations for improvement from 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.

Young people's privacy and confidentiality is very well regarded in the home. For example, confidential information is stored appropriately and securely. Additionally, all young people have individual bedrooms with lockable doors. This provides them with their own personal space. Young people said staff respect their privacy and knock on bedroom doors and wait for an answer; they 'would not just walk in'. Young people have access to a phone to make calls in private.

Young people are made fully aware of the home's complaints system and opportunities exist for them to raise and discuss any matter they are unhappy with. This includes one-to-one chats with key workers and contact with persons independent of the home. No complaints have been made in respect of young people's care at the home. Young people have confidence in staff to resolve issues.

Staff take all reasonable steps to keep young people safe from harm and know how to respond in the event of any allegation or serious concern about a young person's safety. Safeguarding training helps staff to protect and promote the welfare of young people. Young people said staff are concerned if they leave the home without telling anyone about their whereabouts. They said staff always try to contact them on their mobile phone and encourage them to return to the home. Staff are familiar with the missing from home procedure and follow this to safeguard the young people.

Bullying is not tolerated in the home. Young people say sometimes they can have disagreements with each other, but at this time there is no bullying. Young people also said, 'it's a good home to live in'.

Young people's good behaviour is encouraged and managed positively. Young people consider staff treat them fairly and give them opportunities to change their behaviours. Staff are trained to manage challenging behaviour and physical interventions are used as an emergency measure only, to prevent injury to the young person or others. Since the last inspection, no physical intervention has occurred and few sanctions have been given. Young people said, 'think it's really good the way they manage the behaviour. They talk things through with us'.

The home environment is well-maintained and systems are in place to ensure appropriate health and safety checks are carried out. Records are very well ordered which enable staff to have quick reference for the review or update of safety checks, training and fire drills.

Since the last inspection, no new staff have been employed at the home. The manager confirms the organisation has a robust and thorough recruitment and employment process which helps to ensure staff are suitable to work with young people.

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 meets the Care Standards Act 2000, The Childrens Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
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Recommendations

There are no recommendations.