

## Inspection report for Children's Home

---

|                                |              |
|--------------------------------|--------------|
| <b>Unique reference number</b> | SC040509     |
| <b>Inspection date</b>         | 09/11/2010   |
| <b>Inspector</b>               | Anthony Kyem |
| <b>Type of inspection</b>      | Key          |

---

|                                |            |
|--------------------------------|------------|
| <b>Date of last inspection</b> | 29/06/2010 |
|--------------------------------|------------|

---

© Crown copyright 2010

Website: [www.ofsted.gov.uk](http://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](http://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**

The home is a local authority run children's home which provides care and accommodation for up to three young people of either sex between the ages of 11 and 17 years. The home is a semi-detached property situated in a terraced row of houses. There are no distinguishing features to suggest that the home is a children's home. The home is situated on a major bus route, and therefore is accessible to local shopping and leisure facilities.

### **Summary**

The overall quality rating is good.

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

This was a full unannounced key inspection. The purpose of this visit was to assess the home's capacity to meet the national minimum standards for children's homes.

The home is a good service that provides care for young people to good quality standards. Young people are well looked after and they receive good quality care in accordance with their needs. They receive good support and advice from well trained, experienced and qualified staff.

Young people make positive progress because of the extensive support provided to them. They are rewarded and praised for their achievements to build their self-confidence and self-esteem. Young people's experiences are positive and they confirm they feel safe and happy living at this home.

Young people have developed trusting relationships with staff and those spoken to either thought the home was good or outstanding.

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

There were no actions or recommendations made at the last inspection. As a result of this visit two recommendations are made for the registered person to consider. These relate to the improved recording of restraints and the availability of medical consent for the administration of first aid and homely remedies.

### **Helping children to be healthy**

The provision is good.

Young people are encouraged by staff to eat healthily. They are provided with a well-balanced diet and they receive meals which are varied, healthy, wholesome and

nutritious. Young people's likes and dislikes in relation to foods are known and considered to ensure that mealtimes are enjoyed by them. Mealtimes are managed to be orderly, social occasions.

Young people's good health and their emotional welfare is promoted. Young people have their health needs assessed annually and they have good access to routine healthcare. All are registered with doctors, dentists and opticians to promote healthy outcomes for them.

Young people receive support and encouragement to attend their health appointments and they receive confidential advice with any health related issues. Young people have good access to therapeutic support.

Staff are trained in the use of first aid and in the safe administration of medication. Medication is securely stored and is checked at suitable intervals. The procedures for the administration and disposal of medication are clearly understood and followed. Medication is clearly labelled to prevent wrongful administration.

Medical consent, while available, was not in place for the administration of homely remedies and first aid on all of the young people's files sampled.

### **Protecting children from harm or neglect and helping them stay safe**

The provision is good.

Young people's privacy is respected. They are provided with their own bedrooms and they are able to use the home's washing facilities in privacy. Their information is treated confidentially and their private records are securely stored to protect their sensitive information.

Young people are familiar with the home's complaints procedure, so they know how to raise any complaints or concerns. Young people confirm they have positive relationships with staff and are supported in developing positive relationships with their peers. Staff are vigilant towards poor quality relationships and they take positive action to deter young people from bullying. Young people spoken to confirmed this.

Staff know how to protect young people and keep them safe from harm. Young people's welfare and safety is promoted and issues, such as unauthorised absence, bullying and safeguarding are all handled in a professional way. Staff are trained to deal with allegations and respond to suspected abuse.

The use of behaviour management is consistently applied. Staff are trained in the same methods of care and control so that they know how to manage challenging situations safely. Sanctions used by staff are fair and physical intervention is not used excessively, but only as a last resort. The recording of restraints, however, do not make it clear on all occasions, the nature of the restraint used. A recommendation has been made in respect of this issue.

Positive steps are taken to keep young people, staff and visitors safe from potential hazards. Risk assessments in relation to the premises are in place to promote health and safety. Electrical appliances, fire fighting equipment and gas are all contractually serviced and there are regular fire evacuation tests held to ensure that young people know how to evacuate the premises safely.

### **Helping children achieve well and enjoy what they do**

The provision is outstanding.

Individual support to young people is carefully and sensitively planned. Each young person's needs are carefully assessed, within thorough placement plans, which specify in detail the types of support they need as individuals. Specialist services are accessed for young people who require them.

Young people confirm they receive extensive levels of personal support. The relationships they have established with staff underpin the excellent progress being made. Each young person has a personal record of achievement to record their positive progress within the home.

Young people receive excellent support through key working and they receive advice and support on a one- to-one basis, to inspire them to achieve their targets and personal goals.

Each young person has an education plan to record their individual needs, progress and achievements. Staff provide young people with excellent support to enable them to attend school, enjoy and achieve. All of the young people have 100% attendance at school and they have received an award for their educational achievements. It is clear that education is valued and staff assist young people to experience positive educational outcomes.

### **Helping children make a positive contribution**

The provision is good.

Young people's placement plans are well written, individualised, detailed and thorough. They provide a comprehensive account of their needs for support, including the arrangements to promote their safety. They include all of the arrangements for staff to deliver care safely in accordance with young people's individualised routines; including the arrangements for education and contact.

Young people are supported in having contact with their families to enable them to sustain their important family links. Their needs as individuals are regularly reviewed and there are good arrangements made for young people to have their needs formally reviewed, within the recommended timescales. Young people are able to move into the home in a planned, gradual and sensitive way and they are able to meet with staff and their peers prior to them coming to live here.

Young people confirm they are consulted and there are good arrangements made for them to air their views. There are regular one-to-one sessions with staff and monthly resident group meetings so that young people can share their views and opinions collectively and individually with staff.

## **Achieving economic wellbeing**

The provision is good.

There are no young people currently resident who are of school leaving age. None of the young people are ready to participate with any formal arrangements to help prepare them for the transition towards adulthood. Young people are encouraged to learn life skills to promote their independence.

The home is not distinguishable as a children's home and young people do not feel stigmatised by their physical surroundings. They confirm they like the home and they enjoy living there. The home is decorated and furnished to good quality standards and provides young people with homely accommodation.

The home has a lounge area for young people to socialise and there is a designated area for young people to use for their recreation and leisure. There are lots of books and games, and a broad range of information is available on diverse issues such as disability, race, culture and religion.

Young people's bedrooms are personalised by them, each is decorated and furnished in accordance with their needs and wishes. All bedrooms contain free view television for young people's entertainment.

## **Organisation**

The organisation is outstanding.

The home's Statement of Purpose accurately describes what the home sets out to do for young people. It contains details about the current staff group including their individual qualifications and relevant experience. The statement shows the depth of experience amongst the staff team.

All staff are qualified to National Vocational Qualification standards at (NVQ) level 3 and the manager, deputy manager and senior worker are all trained at NVQ 4 level standards, which is excellent.

Young people are looked after by an experienced and capable staff team who provide them with excellent levels of personal support. Relationships between young people and staff are positive and young people confirm they are able to turn to any member of staff for support. Young people are looked after by the same consistent staff group so they are able to sustain their relationships with the same staff, who understand them.

The promotion of equality and diversity is outstanding. Young people receive fair and equal treatment and their needs as individuals are actively promoted. They have positive opportunities provided for them to attend church and express their own interests and religious beliefs. There is good information available for young people to explore a broad range of issues about cultural diversity within the home.

Young people are provided with individual experiences to pursue things of interest to them. For example, some young people have attended and participated in activities, such as, African drumming, religious activities of interest, samba dancing, charity work and fire safety training. Such activities promote social inclusion and enhance young people's individual experiences.

There are effective systems in place for reviewing the home's performance. This includes independent monitoring of the home by a nominated representative, who prepares a written report on the conduct of the home. Reports inspected show the home consistently provides good quality care.

The manager of the home routinely scrutinises the home's administrative systems, so that action can be taken if necessary, to address any identified shortfalls. The checks undertaken are thorough and reports completed are comprehensive.

## **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 each child has signed consent for the administration of homely remedies in addition to the administration of first aid (NMS 13.4)
- ensure that the nature and types of restraint used are clearly recorded (NMS 22.9).