

## Inspection report for Children's Home

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| <b>Unique reference number</b> | SC042978     |
| <b>Inspection date</b>         | 25/11/2010   |
| <b>Inspector</b>               | Chris Scully |
| <b>Type of inspection</b>      | Random       |

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|--------------------------------|------------|
| <b>Date of last inspection</b> | 14/01/2010 |
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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 breaks for young people with learning disabilities and physical disabilities. It provides short breaks for up to five young people at any time from 5 years to under 18 years of age. A total of 43 young people use the service. The home is situated in a busy residential area and is close to shops, parks, cinemas and public transport.

Residential accommodation is provided on the ground floor. A variety of rooms are available for individual or group activities. This includes a dining room, lounge, playroom, and quiet room. There are five single bedrooms. There is an enclosed grassed garden area with a patio to one side of the house and an enclosed patio garden to the other side. The home has a minibus with tail lift.

## **Summary**

The overall quality rating is good.

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

At this unannounced interim inspection all the key standards in staying safe were inspected. The other outcomes had all been judged as outstanding or good at the previous key inspection in July 2009. No children were present during the inspection.

This is a good service. Staff have a very good understanding of the needs of the individual young people for whom they provide care. Detailed risk assessments which are regularly reviewed and adapted to meet young people's ever changing needs means they are kept safe. Comprehensive safeguarding procedures are in place, which are understood and effectively implemented by staff. Staff respond well to a range of challenging behaviours to ensure young people feel safe. There are two recommendations arising from the inspection.

Young people are looked after by a competent, skilled staff team. Strong emphasis is placed upon meeting the diverse needs of the young people.

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

The setting was asked to consider one point as a matter of good practice in relation to the central log for sanctions and physical restraints at the last inspection. All sanctions and physical restraints are now recorded in a bound book in line with the standards.

## **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 is highly respected, for example, staff knock before entering bathrooms, which is in line with good parenting. Information is held securely in the office and all staff receive training in relation to privacy and confidentiality as part of their induction. Young people's privacy is further respected by the careful consideration given to their individual needs when allocating their rooms. Staff carefully consider their safety and ensure their favourite bedding and toys are waiting for them on arrival.

The home has effective systems for handling complaints, information is accessible to young people, parents and other relevant people. Independent access to advocates means young people have additional avenues to follow to ensure their voices are heard. Any complaints are fully investigated to ensure a swift resolution. Highly effective safeguarding procedures means ensure staff are fully aware of their roles and responsibilities to promote and safeguard young people. For example, all staff receive regular safeguarding training. Staff respond quickly to any incidents to ensure the appropriate persons are notified and any additional assistance for the young person is secured. However, on one occasion staff inadvertently failed to inform Ofsted of a significant event.

Staff recognise the vulnerability of the young people they care for and give careful consideration to the groupings of young people in residence. They are extremely vigilant in their observations of their behaviour, which significantly reduces the potential risk of bullying, resulting in it not being an issue. Parents' comments acknowledge that 'staff are really dedicated' to the children and ensuring their time at the home is enjoyable. There have been no incidents of young people going missing from home, however, there are clear procedures in place should this arise. A calm, consistent approach to behaviour management, combined with staff's excellent understanding of young people's individual needs means they are able to respond effectively to incidents. A clear analysis of any incidents result in a modification of their behaviour management plan and other risk assessments to support the young person. Sanctions and physical interventions are used sparingly, are fair and detailed records of these are maintained.

Staff's extensive knowledge of the children means they are able to build positive and meaningful relationships with them. The use of pictorial images enables young people to feel safe, as they know who is in the building and who is caring for them each night. Comprehensive, individualised risk assessments ensures young people are cared for within a safe, secure environment, which effectively meets their needs.

For example, they are allocated set bedrooms, which best meet their needs. High levels of staff supervision keep young people safe within the home and when in the local community. Staff ensure risk assessments are valid and are reviewed regularly to continue to meet young people's needs. Risk assessment for outdoors activities are detailed, reflect the ever changing needs of the young people and effectively promote inclusion; for example, successfully enabling young people to enjoy a firework display. Regular fire drills and fire drill scenarios for night staff means staff consider the individual needs of the young people in residence and how to evacuate them quickly and safely in an emergency. However, the fire drill record does not make it clear as to whom was involved in the drills and if they have taken place during the day or night. The minimum standard in this area would be that at least one fire drill takes place at night within a twelve month period.

Effective staff recruitment procedures result in young people being cared for by staff who are thoroughly checked and have the appropriate training and skills to care for them.

### **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   |
|------|---------------------------------------------------------------------------------------|------------|
| 20   | ensure Ofsted is notified of the occurrence of significant events.<br>(Regulation 30) | 13/12/2010 |

## Recommendations

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

- improve the recording of fire drills to make it clear that at least four drills including the evacuation of staff and children from the building and fire drills held at night, take place within a 12 month period. (NMS 26.8)