

Inspection report for children's home

Unique reference number	SC042994
Inspection date	02/02/2012
Inspector	Rebecca Sharp
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	07/12/2011
--------------------------------	------------

© Crown copyright 2012

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.

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 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection (March 2011)*.

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Service information

Brief description of the service

The home provides short breaks for young people with learning difficulties and/or disabilities. Up to five young people can be accommodated at any one time.

Progress

Since their previous inspection the service is judged to be making **good** progress.

The home continues to offer outstanding quality of care to young people and thus ensures optimum outcomes for them. Young people receive highly personalised care from motivated and skilled staff who are dedicated to the care and welfare of the young people accessing the service. There was one recommendation made at the last inspection which was to ensure that the children's guide included details on how to contact Ofsted and the Children's Rights Director. This is yet to be updated and therefore remains as a recommendation for this inspection.

The manager has maintained her meticulous and creative level of progression since the last full inspection and remains dynamic in her approach to developing the service and the staff team. There is a comprehensive training plan in place which evidences all training courses undertaken by staff. Staff have received refresher courses in specific areas of health and also in restraint training. New staff are enrolled on the Children's Workforce Development Council (CWDC) induction programme which incorporates all mandatory training required; however, some certificates were not on file to evidence this training had taken place; therefore a recommendation has been made. Due to levels of support staff receive, this does not have a major impact on young people. A significant level of training is completed online which enables staff to complete this conveniently and offers a cost-effective alternative for the company. Staff who have a senior or supervisory role have recently received training in supervision and are now awaiting training in completing staff appraisals. As a result of this extensive training, coupled with regular supervision, staff are supported and developed thoroughly and are therefore able to offer young people effective and consistent care.

Staff are encouraged to record and evidence how the national minimum standards (NMS) are met and achieved in the home. This is discussed at team meetings and is used as a positive developmental tool for staff in signposting work they have completed. It also enables them to use statutory guidance as evidence of professional knowledge. This all supports them to deliver positive outcomes for young people.

The home sources regular specialist support from external agencies in order to ensure individuals are supported comprehensively. Staff have received guidance in team meetings from a therapist from the children and adolescent mental health

service. This session offered alternative strategies in dealing with certain behaviours and guidance on creating a suitable structure for individuals. This in turn enables the care team to amend the young person's care plan and address these needs. A speech and language therapist from a local school offers advice, guidance and training for staff which ensures the young people receive consistent communication support between home, care and school.

Another agency used regularly and successfully is the national youth advocacy service (NYAS). The home has an allocated advocate who visits the home on a monthly basis and offers the young people both advocacy and consultation. Since the last inspection, the young people have taken part in group workshops with the advocate around children's rights, which was tailored to suit the needs of the young people at the home. Young people were encouraged to determine the difference between wants and needs, and how these were met at the home. The manager explained how 'the young people felt it was really important' and has arranged a meeting with the advocate, the young people and herself in order to discuss the outcomes of the session. This is evidence of innovative and successful consultation with young people and further proves the commitment of the manager and staff in achieving excellent outcomes for young people through outstanding quality of care.

Areas for improvement

Recommendations

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

- ensure that the children's guide includes how a child can contact their independent reviewing officer, the Children's Rights Director and Ofsted (NMS 13.5)
- ensure staff are trained in appropriate safe-care practice specifically on issues affecting disabled children. (NMS 4.6).