

Inspection report for Children's Home

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Inspector	Michael McCleave
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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 is situated in a residential area and accommodates up to four young people between the ages of 11 and 17 years. The home is close to a park, education and leisure facilities. There are also convenient rail and road links into the city centre.

Accommodation is on three floors. On the ground floor there is the kitchen, dining room, living room and the office. The young people's bedrooms are located on two floors where there are appropriate bathing and toilet facilities in close proximity. A games room is on the first floor where young people can enjoy pool, television and electronic games linked to the television.

Summary

The overall quality rating is outstanding.

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

At this unannounced interim inspection the standards under staying safe were inspected. Being healthy, enjoying and achieving, positive contribution, economic wellbeing and organisation were not looked at during this inspection.

There is a positive culture at the home to ensure that the young people are safeguarded and their welfare is paramount. The improvements to the recruitment procedures means that any staff appointed have been selected following a rigorous assessment process. This promotes the safety of the young people.

The staff are appropriately trained in child protection awareness and their professional development is enhanced by the ongoing commitment of the management to staff training in safeguarding.

Improvements since the last inspection

There were no actions or recommendations made at 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 outstanding.

The young people at this home have individual bedrooms with their own keys. They are able to use their rooms for private time alone if they choose. The lounge additionally offers young people space where they can relax. All confidential information is kept secure in the main office.

Information about the complaints procedure is available for young people in the games room. Young people are confident that any issues or concerns they may have will be addressed appropriately by staff. The information is available in English, Urdu and Arabic. This is being expanded to include more languages and demonstrates an excellent approach to equality and diversity.

Staff are well trained in child protection awareness. There are effective systems to support staff in their work to ensure the protection of the children. The manager has developed ongoing staff development training using staff meetings to evaluate safeguarding scenarios as a standard agenda item. This is very good practice. Young people are confident in the ability of staff to keep them safe at the home.

The young people have no current concerns about bullying. The restorative justice approach being developed at the home, ensures that any incidents of bullying will be dealt with in an open way involving staff and young people discussing the issue. This method is favoured by the young people as it brings the issue out into the open and involves everyone being part of the solution. It also makes the perpetrator face up to the consequences of their actions.

There are well-established procedures in place to manage situations if a young person is absent without authority. This has recently been a subject of concern with the police and more effective links are being developed to ensure that the protocol with the police is strengthened.

Although trained in behaviour management including restraint, staff rarely use this means of dealing with the behaviour of the young people. In situations where tensions or difficult behaviour is evident, staff work to de-escalate the problem. This is very good practice. The use of restraint and sanctions is appropriately recorded. The young people feel that staff are fair in dealing with behaviour problems.

The physical safety of the young people is a high priority and effective systems are in place to manage health and safety. Fire evacuation drills are carried out in line with requirements and all appliances have been checked as safe. The home has good quality doors and locks to prevent unauthorised entry and all windows have restrictors.

There is a very robust recruitment and selection procedure in place to ensure that only suitable applicants are selected. This involves a full day assessment process where applicants undergo a series of tests to assess their suitability for residential

child care work. Those shortlisted are called for interview and if successful they are required to take part in a shift at the home. Young people and staff are actively involved in observing the applicant on shift and their views are passed to the interview panel who make a final selection decision. This detailed procedure promotes the safety of the young people by ensuring that only suitable people are recruited to work with the 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.