

Inspection report for Children's Home

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Inspector	Caroline Brailsford
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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 set within a 14 acre site which contains a small working farm. The home is able to provide accommodation for up to five young people with learning difficulties. Each young person has their own bedroom. There is a lounge, dining room, kitchen, main office and a telephone room for young people on the ground floor. All bedrooms and bathrooms are on the first floor. Staff sleeping rooms are on the first floor and waking night staff are available throughout the night to support young people. There are public transport links to the home from the roadside at the end of a long drive. Two young people were present during this visit and both contributed to the inspection process.

Summary

The overall quality rating is good.

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

This full inspection was unannounced and all key national minimum standards were inspected. Each of the outcome areas have been inspected. The outcome judgements for staying safe, being healthy, organisation, enjoying and achieving and economic well-being are judged as good. Positive contribution is judged as satisfactory.

Strengths of the home include the support that the staff team deliver. The staff are trained and competent. They also know the young people and their needs very well. As a result of this, good relationships have been forged with the young people. Young people feel very confident to talk to the staff and share their views. The manager ensures that each young person has opportunities to have their say. This helps the young people to be safe and protected. The health and emotional well-being of the young people has a high profile in the home and staff are creative in their approach to encouraging individuals to maintain a healthy lifestyle.

The two recommendations set at the last inspection have been achieved.

As a result of this inspection there is one action regarding the safeguarding procedure which is not clear that all safeguarding allegations should be passed to the Local Safeguarding Children Board (LSCB). There are also three recommendations about improvements needed to behaviour management recording, care plans and the arrangements for household medicines.

Improvements since the last inspection

There were two recommendations made at the last inspection. Action has been taken to ensure that they have been completed. There have been improvements to staff

training, where each staff is now working on a personal development plan. Also progress has been made with regard to recording events where young people are missing.

Helping children to be healthy

The provision is good.

Staff ensure that the guidance and support on health is delivered and appropriate to the health needs of individuals. There is always enough staff on duty to make sure that young people can be properly supported on medical appointments where staff actively encourage attendance. They prepare and support the young people well, particularly where they find some situations more difficult. Staff also ensure that relevant emotional support is given. They understand each young person's needs in this area and invest a lot of time in ensuring that the young people are as happy and settled in their health as they can be.

There are good arrangements made for the storage, recording and administration of prescribed medicines. Young people's records show that they receive their medication when they should do. Staff are trained in the delivery of medicines and as a consequence, are very familiar with medication regimes. They are also fully understanding of why medicines are prescribed; this ensures that young people's health is well understood and protected. Young people can receive household medicines in the home and this is in line with the home's policy. However, a doctor or nurse has not approved the home's remedies list at this time.

All staff members have completed a first-aid course. Therefore, there is always a qualified staff member in the home to deal with any accidents or injuries. This helps to keep the young people safe.

Young people receive food that they like and enjoy. The staff are creative in encouraging young people to become healthy eaters, and young people make good progress in this area. Each young person is encouraged to be active in their individual interests which are regular and enjoyable for them.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

The safety and welfare of the young people in their day-to-day living, has a very high priority in the home and staff are fully aware and vigilant about young people's safety. Risks are well managed by detailed risk assessment documents, so that young people are well supported and safe. The manager ensures that health and safety checks on the building are carried out regularly, and in line with the relevant authorities. The fire procedures are clear and the drills, checks and tests are regular, ensuring the safety of all who use the building.

Through the risk assessment process, risks such as young people going missing,

bullying and safeguarding issues are minimised as far as possible and staff are clear about the steps that they need to take. The home's policy regarding safeguarding, is not clear enough about the need to refer safeguarding issues to the Local Safeguarding Children Board (LSCB)

Staff have time to spend with young people, therefore, there are good relationships between them. These relationships enable young people to express their views and feelings easily. Young people are actively encouraged to express their opinions about their daily life at the home, to the manager and staff. There is an emphasis on ensuring that young people can have their say and the manager ensures, that every concern or complaint is taken seriously. As a result the young people feel confident that they can raise any issue they wish to.

There are procedures and practices in the home that ensure staff protect the privacy and dignity of young people well. Young people enjoy private space in their own rooms, and can use other areas in the house and garden if they want to be on their own.

The staff have a very positive approach to the young people's behaviour. They understand the reasons for difficult behaviour and understand the link between emotional issues and behaviour for children with learning difficulties. Each young person is treated as an individual and for the attributes that they possess. Therefore, the emphasis is on reward and encouragement. The young people benefit from this approach and make good progress. Staff are well trained in behaviour management and use their preferred methods of de-escalation for individuals. However, the behaviour management plans do not always reflect the intensive work that takes place. Staff only intervene with any form of physical intervention as a very last resort and where there is serious threat to safety or welfare. However, where there have been instances of physical intervention, the description of the event is not always adequate to provide a detailed account. Sanctions are fair and proportionate, and records are well monitored by the Regulation 33 visitor. Therefore, the staff work well to provide a consistent approach. This ensures that boundaries are very clear.

The personnel records for the staff are kept in the home and include a written record of the checks undertaken. The manager is vigilant in her approach to recruitment ensuring that staff who work with the young people are safe to do so.

Helping children achieve well and enjoy what they do

The provision is good.

Each young person is supported well by staff in their education. This results in young people engaging fully in their education and maintaining high levels of school attendance. Young people enjoy school and their placements are suitable for them, they are therefore making good progress. Leisure activities are also tailored to meet individual interests and needs, and a wide range of activities are available including trips out and activities in the home and community. There are enough staff on duty to ensure that an individual approach is taken and the three available vehicles enable

activities and appointments to be facilitated.

Young people progress well because of the individual support and guidance they receive from staff. Staff know their individual needs and share positive relationships. This enables young people to easily express their feelings and issues with staff so that they can respond accordingly.

Helping children make a positive contribution

The provision is satisfactory.

There are regular statutory reviews and young people are actively encouraged by the staff to attend and contribute as far as their needs will allow. Staff demonstrate that they place great value on the views and opinions of young people, and seek opportunities to ensure that their views can be established. This ensures that young people's wishes and views about their life and the running of the home can be established. As a result, there are improvements to the welfare and safety of individuals.

Care plan documents are in place to inform the staff about the needs of young people and how they should be met. Some of the information is quite general and does not reflect the high level of support that is delivered. However, staff understand the needs of the young people fully and know them extremely well. There are also systems in place enable staff to work with the most up-to-date information, for example, comprehensive handovers and regular staff meetings.

There are procedures which set out how new admissions and young people leaving should be managed. This ensures that relevant support can be given. It is very clear from the young person's care plan, what the arrangements are for their contact with family and friends. This ensures that appropriate important relationships can be maintained. Parents are pleased with the way that staff work hard to ensure that good relationships with family can be maintained. Young people are well supported in this area and staff understand the emotional difficulties that young people face with regard to being separated from their family.

Achieving economic wellbeing

The provision is good.

Independence planning in the home has a high profile and staff ensure that young people have the opportunities that they need to practice and develop skills. Young people are pleased with how staff support them to make progress particularly with cooking, cleaning and budgeting skills. Young people are encouraged by staff to be as independent as their needs allow. This helps them to build in confidence and prepare to become an adult. Pathway plans extend to young people having their own independence plan where their progress is assessed and monitored.

Overall the building is kept in a sound state of repair, providing suitable accommodation for young people.

Organisation

The organisation is good.

The staff and young people are confident that this is a well managed home. The Registered Manager is thorough in her monitoring ensuring that patterns and trends are addressed. As a result, the operational running of the home is well maintained.

The staff have built up very positive relationships with the young people. They know them well and spend plenty of quality time together to ensure that they are well supported and enjoy their life at the home. Staff are well trained, skilled and sensitive in their approach to the young people. As a result, the young people can make good progress during their time at the home. The stable staff team and well managed rota, enables the good quality of care to the young people to be delivered consistently.

The Statement of Purpose is current and up-to-date. Young people receive appropriate information about the home in a user-friendly format.

Each young person has a permanent and private file which is well organised and shows a clear a record of Their progress. Information is regularly reviewed so that the most up-to-date information is accessible. It is also easy to see the progress and difficulties that young people face.

The provision of equality and diversity is good. Staff ensure that they see the young person as an individual, and their individuality is well respected. Through the care planning and risk assessment process staff ensure that young people have access to experiences relevant to their age and that that they are not disadvantaged as a result of their learning disability.

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
17	Ensure that the safeguarding policy provides for the prompt referral to the local authority in whose area the home is situated. (Reg 16,2 (b))	10/12/2010

Recommendations

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

- ensure that the records of restraint include the details of the behaviour requiring the use of restraint and the nature of the restraint used (NMS 22.8)
- ensure that the young people's care plans set out how their needs are to be met on a day-to-day basis (NMS2.1)
- ensure that medical advice is followed in a written protocol on the provision of non- prescribed 'household' medicines to children. (NMS 13.11)