

Inspection report for children's home

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Inspector	Anthony Kyem
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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 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 main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the *Inspections of children's homes – framework for inspection* (March 2011) and the evaluation schedule for children's homes.

The inspection judgements and what they mean

Outstanding: a service that significantly exceeds minimum requirements

Good: a service that exceeds minimum requirements

Satisfactory: a service that only meets minimum requirements

Inadequate: a service that does not meet minimum requirements

Service information

Brief description of the service

The home provides care and accommodation for up to three young people of either sex, aged between 11 and 17 years, who may be experiencing emotional or behavioural difficulties. The home is owned and managed by a private company.

Overall effectiveness

The overall effectiveness is judged to be **good**.

Young people enjoy living at the home and they benefit from good quality care. Their needs are positively identified and this enables staff to support young people and address their needs effectively. Young people benefit from positive relationships with staff, most of whom are appropriately skilled, experienced and qualified. Young people are consulted to enable them to have a positive say about decisions made within the home. As a result, young people feel valued because they are consulted and involved. Staff make sure that young people are kept safe and they feel safe.

Young people say, 'We get lots of freedom. The staff are good...I do different activities everyday...Staff talk to me and if I'm upset they sort it out. I get on with my key worker dead well...Truthfully; I would give them 9/10.'

The family of one young person says, 'I feel at ease that I can speak to all members of staff about any subject regarding X. I also feel that X's needs are fully met and that X is getting the best care possible.'

A social worker says, 'I would not hesitate to recommend The manager and staff go above and beyond always...The manager and particular staff formed extremely beneficial relationships with X which had a positive overall effect.'

As a result of this inspection there are two areas for improvement which relate to young people having updated care plans and personal educational plans to promote their needs and educational progress.

Areas for improvement

Recommendations

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

- ensure young people have a personal education plan to promote their educational achievement (NMS 8.6)

- ensure young people's care plans are reviewed and revised, where required. (NMS 25.5)

Outcomes for children and young people

Outcomes for children and young people are **good**.

Young people are supported to attend education and their educational attendance is well supported. As a result, young people learn and achieve and they become more confident and capable learners. Whilst young people's educational achievement is promoted they do not have personal education plans to promote their educational progress.

Young people's health needs are actively promoted. Young people are registered with local health services so they have access to the services they need to promote their positive outcomes. Their health needs are clearly identified and they receive the support they need to promote their physical, emotional and psychological health. Young people receive advice and support with any health issues and staff encourage them to lead a healthy lifestyles. As a result, young people learn to take responsibility for their own health and well-being. Young people's medication is stored and administered safely and staff are trained to promote their positive health.

Young people enjoy contact with their families and friends and this enables them to sustain their friendships, relationships and family links. As a result, young people strengthen their support networks and social contacts. Young people are supported to take controlled risks as part of their growth and development. They are encouraged to develop their life skills to promote their independence. However, none of the young people resident are of an age where they are ready or required to make the transition towards adulthood at this time.

Quality of care

The quality of the care is **good**.

Young people benefit from positive relationships with staff, who address and promote their needs effectively. Young people's placement plans are individualised and these describe how their needs will be met on a day to day basis. However, their care plans do not provide an accurate record of their current arrangements. Consequently, their needs and present circumstances are not reflected within their plans, to support young people's positive progress.

Young people know how to complain and they receive advice and support, which enables them to do so. Young people know what services they can turn to for support to raise their complaints or concerns. For example, they are aware of the contact details for Ofsted and the Children's Rights Director.

Staff are extremely child focused and this is strongly evidenced in their day-to-day

practice. They provide young people with frequent opportunities to share their views and opinions to enable them to have an effective influence in the running of the home. Consequently, young people feel their views and opinions are treated seriously.

Young people enjoy a range of purposeful and enjoyable activities to promote their social skills, social contacts and friendships. They are able to pursue leisure activities of their choice and they benefit from developing their own interests and hobbies.

The location of the home ensures young people are able to access local places of interest. Young people benefit from a home that is decorated reasonably well and provides them with a safe, secure and homely environment.

Safeguarding children and young people

The service is **good** at keeping children and young people safe and feeling safe.

Young people are kept safe and they are made to feel safe. Risks associated with young people's behaviours are recorded clearly and comprehensively. This enables staff to take appropriate action to manage identified risks safely. As a result young people's welfare and safety is promoted well.

Robust recruitment procedures are followed to ensure those working in the home are safe and suitable to do so. Staff are trained in child protection so they know how to protect young people and safeguard them. Young people who go missing from the home are protected and their safe return is actively encouraged through the use of joint protocols, policies and procedures which staff use very effectively. Bullying is treated seriously and young people are made aware of the home's rules and the consequences for breaking them. This deters young people from bullying or involving themselves in anti-social behaviour. Young people confirm there are no current issues with bullying within the home.

Young people are supported to manage their feelings and emotions to enable them to exercise greater self-discipline and control. The use of sanctions is fair and young people are encouraged to develop socially acceptable behaviour through the use of instant recognition and reward. Restraint is not used excessively but when used, it is used effectively to prevent young people from suffering accident, injury or harm. All staff have received appropriate training to enable them to manage young people's behaviours safely.

The home provides young people with a safe and secure environment, where health and safety is treated seriously and this ensures young people are protected from potential hazards.

Leadership and management

The leadership and management of the children's home are **good**.

Young people benefit from living in a home that is managed efficiently and effectively. The strengths of the service are recognised and a development plan is used by the manager to address areas for potential improvement. The home has a track record of good performance and young people benefit from a good standard of quality care. There were no requirements or recommendations identified at the previous inspection.

There are sufficient staff employed at the home to meet young people's needs. Staff benefit from good quality training which enables them to understand their roles and ensures they undertake their duties, professionally. Consequently, young people benefit from a well-trained and experienced staff group. Most staff are qualified and those who are not qualified are currently being trained to ensure they are equipped with the skills required to meet young people's needs.

The performance of the home is monitored effectively. The Registered Manager scrutinises internal practice and external quality assurance visits are conducted to ensure that young people receive the care and support they need, to promote their positive outcomes. The home meets the aims and objectives of its Statement of Purpose and it is adequately resourced to promote young people's needs.

Equality and diversity practice is **good**.