

## Inspection report for Children's Home

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| <b>Unique reference number</b> | SC049189         |
| <b>Inspection date</b>         | 24/01/2011       |
| <b>Inspector</b>               | Monica Farrimond |
| <b>Type of inspection</b>      | Random           |

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|--------------------------------|------------|
| <b>Date of last inspection</b> | 15/11/2010 |
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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 consists of two adjoining terrace houses linked by an internal connecting door. The home provides accommodation for up to three young people of either sex aged between 11 and 18 years.

The ground floor of the home has two lounges, two kitchens and two dining areas. The first floor has five bedrooms. There are three bedrooms for young people, allowing each young person to have their own room. The two remaining bedrooms are for staff and office use. Parking is available to the side of the home and on the main road at the front of the home.

Young people are accommodated from placing local authorities and from existing homes within the organisation. The home is not adapted to accommodate young people with a physical disability.

At the time of the inspection two young people were present and participated in the inspection process.

## **Summary**

The overall quality rating is good.

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

This interim unannounced inspection looked at the outcome area of staying safe, and the progress the home has made with the recommendations made at the last inspection. These related to appropriate childcare training, internet access for the young people and the recordings made when a young person was absent from the home without permission. The manager has taken appropriate steps to meet the recommendations. Being healthy, enjoying and achieving, positive contribution and economic well-being were not looked at during this inspection.

The organisation and management of care at the home is good. Safeguarding the welfare of the young people is a high priority and staff work positively as a team. A notable feature is that unauthorised absences, and physical interventions are not a regular occurrence and this is a reflection on the positive caring environment evident at the home.

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

At the last inspection the manager had been asked to address issues relating to staff qualifications, internet access for the young people to improve their employment/education prospects, and to address recording issues when reporting a young person who has left the home without permission. These issues have now

been addressed, and all staff have either completed appropriate childcare qualifications or are enrolled on an appropriate course.

### **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.

Good policies, procedures and work practices are in place that ensure young people's rights to privacy and confidentiality are respected. All young people have their own individual single bedrooms with appropriate locks on the doors. On very rare occasions it has proven necessary to search young people's possessions or rooms. All such searches are appropriately recorded and the documentation used meets requirements.

The service has a well developed complaints procedure and all complaints are responded to promptly. Young people know the complaints procedure and are confident that any complaint will be taken seriously. Consultation with young people in relation to complaints is good; in addition to the complaints procedure, there is a system in place for young people and staff to voice compliments, concerns or complaints. The manager has introduced a quality assurance document for young people, parents and social workers; this is to gain the views of all involved with the young person's placement, and identify complaints or concerns. This ensures that young people and families feel that their views and opinions are valued. No formal complaints have been made by young people since the last inspection. The complaints policy, procedures and documentation meet requirements. The young people feel that they can trust the staff to deal with any concerns and worries.

Staff are quick to intervene should a bullying situation arise, and issues relating to bullying are handled well, ensuring young people feel safe. Good staffing levels ensure that young people are well supervised. Individual risk assessments and placement plans allow staff to manage any concerns that might arise between young people. There is a clear protocol for staff to follow in the event of an unauthorised absence, which ensures that young people are properly protected. The welfare of the young people is paramount and staff use initiative and local knowledge to ensure young people in their care are kept safe. There are very few incidents of unauthorised absence.

Health and safety matters are managed well, so that young people benefit from being cared for in an environment that is safe. Staff have attended training on health and safety, thus promoting the highest possible awareness of hazards to both staff and young people. Risk assessments on the environment and on activities, as well as on individual young people, are regularly reviewed so that information is kept up to

date and accurate.

Staff have a positive view of the young people they work with. They promote and reward positive behaviour and support young people well, so that they are protected from incidents developing into episodes of challenging behaviour. All staff are properly trained to diffuse difficult situations. The young people accommodated at the home are encouraged to develop socially acceptable behaviour through sound relationships with the staff and positive reinforcement of good behaviour. Staff meetings give the staff a chance to share information about each young person, and careful consideration is given to the handling of negative issues and promoting acceptable behaviour. This ensures that there is a consistent approach to any issues arising with the young people's behaviour.

The home's procedures for the recruitment and selection of staff are robust. All staff are thoroughly vetted before they are appointed to ensure that they are safe to work with vulnerable children and young people. The identity of all visitors is thoroughly checked and recorded in a visitors book.

### **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.