

Inspection report for children's home

Unique reference number	SC051947
Inspection date	13/01/2014
Inspector	Graham Robinson
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	13/08/2013
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Service information

Brief description of the service

The home is owned by a private organisation. It is registered to provide care for up to two young people with emotional and behavioural difficulties.

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.

Progress

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

At the previous inspection in August 2013, the overall effectiveness of the home was judged to be adequate. Since then, satisfactory progress has been made.

The main issue affecting the home has been the lack of a permanent manager since the previous inspection. However, a permanent manager was recently appointed and the registration process has been completed and is due to be ratified.

Young people are given clear boundaries to operate within, which gives them a feeling of security. They have a full understanding of consequences should boundaries be broken. Despite challenges by young people, staff manage behaviour management issues well. This is based on good relationships that have been developed with young people, minimising the number of serious behaviour management issues taking place, within and outside the home.

The staff team works positively, rather than punitively with young people through difficult times. This develops and promotes strong, trusting relationships, allowing young people to form appropriate attachments to adults who act as good role

models. Young people's social and educational needs are recognised, planned for and being met.

Following an admission to the home, the current permanent staff team have had to be supplemented by the using the companies own casual staff along with some agency input. However, the permanent staff team is being increased with experienced staff drafted in from other homes operated by the owning company. This has resulted in a growth of permanent team members that are sufficient to meet the needs of young people.

Consultation levels between staff and young people are good with young people invited to contribute positively to certain aspects of daily life within the home. Examples include the choices made for food and activities, which reflect young people's individual needs and interests. The culture developed within the home as a result of this, helps young people to feel valued and that their views and opinions do matter.

The new manager has reintroduced young people's surveys, where they express their views and thoughts about the care they receive and their experiences of living in the home. Recent responses are positive. This is proving to be a useful addition to the on-going consultation processes within the home.

Two recommendations have been carried over from the previous inspection; one has been fully addressed. This has resulted in the reintroduction of a more formalised programme of staff supervision which is on-going.

The recommendation to ensure that all areas of the home are well maintained and decorated has not been addressed. This is in part, due to there being no manager on a regular basis. However, the new manager has had a programme of refurbishment agreed with her line manager and it is expected work will commence before the end of this month. This has resulted in the recommendation being repeated.

The period since the previous inspection has not been easy due to there being no permanent manager in place for any length of time. However, the care of young people has been consistent and the home is looking at the period until the next inspection as one of consolidation and time for overall improvements to be made. If this achieved, outcomes for young people should improve.

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 all areas of the home are well maintained and decorated. (NMS 10.3)

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*.