

Inspection report for children's home

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| <b>Unique reference number</b> | SC051947       |
| <b>Inspection date</b>         | 19 July 2010   |
| <b>Inspector</b>               | Sonya Robinson |
| <b>Type of Inspection</b>      | Key            |

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| <b>Date of last inspection</b> | 3 March 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 outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

## 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**

Since the previous full inspection the home has varied their registration. The home is now registered to provide care for one young person and their baby.

It is a semi-detached house. The house provides accommodation over two floors, with three bedrooms, one of which is being used as an office. There is also a bathroom on the first floor. Downstairs there are two lounges, one of which has a dining area within it and there is a separate kitchen.

The house is close to local shops, transport links and community resources.

### **Summary**

At this unannounced, full inspection, all key standards were inspected. This is a good service overall.

The main focus of the inspection was to find out how well the home meets the needs of young people living there.

Young people live in a warm and safe environment that enables them to have positive outcomes in many areas of their lives. The home has created an atmosphere where young people and staff work together well to make sure they are safe, solve problems, lead healthy lifestyles, enjoy learning and achieve, and are well prepared for adult life. Young people are viewed positively by staff and are seen as individuals. Their specific needs are clearly identified in written plans that comprehensively outline how their needs will be met on a daily basis.

Placements are carefully planned to ensure that the home is the right place for individual young people and their baby.

There are some minor shortfalls that relate to staff supervision, some staff training is yet to be completed and the recording of medication.

On the day of the visit, young people present were spoken with, and their views and opinions were sought.

The overall quality rating is good.

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

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

At the last inspection the Registered Manager was asked to ensure that the home was suitably furnished and equipped with particular regard to the floor coverings. Also, to ensure that the garden is well maintained and safe, and that the child protection policy be reviewed.

All of the above have been completed.

### **Helping children to be healthy**

The provision is good.

Menus are planned with young people to offer healthy nutritious meals, young people are also encouraged to assist with preparing meals and shopping in preparation for adulthood. Young people are offered support and guidance on ways of feeding their babies, including best practice and budgeting.

Staff work together to ensure that the health care needs of young people are met. This includes making health appointments, and arranging for advice and guidance where necessary. Young people are supported in promoting a healthy environment in which to feed and care for their baby, such as promoting good hygiene by sterilising feeding equipment, and having a good cleaning routine in place. Health care issues are addressed within health care plans and there are also risk assessments in place for young people. Staff deal with health issues sensitively and make sure young people get appropriate support and advice to promote healthy lifestyles.

Staff make sure that young people only have medication specifically prescribed for them and take it in line with the prescription instructions. Medication is securely stored in a suitable cupboard. Staff keep records of any medicines stored in the home and the administration of medicines to young people. However, medication records do not always fully correspond with the medication held and minor errors have occurred within the record keeping. Young people are encouraged to self medicate where appropriate and are supported with any health care needs with their baby.

### **Protecting children from harm or neglect and helping them stay safe**

The provision is good.

Staff create a warm and open environment where young people are treated with respect and are supported in everyday decisions about their lives. Staff encourage young people to talk about any problems they have and work together to sort them out, whilst being aware of potential safeguarding issues and the need to involve relevant professionals. This helps to promote an open atmosphere where young people develop skills for adult life.

Staff respect young people's privacy and confidentiality in a way that is consistent with good parenting, and the need to protect young people. However, extra security measures have been introduced during the writing of this report. This is to ensure that confidential information remains securely stored, as there has been an incident which was reported to the appropriate authorities.

Staff understand about their roles and responsibilities to promote and safeguard young people's welfare. Staff receive training in how to safeguard young people. This includes recognising the signs and symptoms of abuse. Staff provide a good level of supervision for young people and their baby based on their age and understanding to make sure they are safe in the home and in the community. Staff give young people good advice about personal safety. Specialist services such as health visitors also provide regular guidance to the young people, their baby and the home when necessary. Staff respond appropriately to any serious concerns about young people's safety and inform the police, social workers and those appropriate about serious events.

Bullying is not currently an issue at the home, but staff are clear that it will not be tolerated. Detailed risk assessments are in place about bullying and other risk indicators relevant to the young people. The young people are made aware of their rights to be safe.

Young people know how to make a complaint if they are unhappy, including making a complaint to the placing authority. There are also procedures in place for the service to deal with external complaints. No complaints have been documented since the last inspection.

Staff act as positive role models and use effective communication skills to encourage young people to develop socially acceptable behaviour. Young people have clear and consistent boundaries and know what is expected of them and what is unacceptable. Staff praise young people when they do well and reward them. Staff do not condone unacceptable behaviour and assist young people to learn to manage their behaviour and solve problems. This means that young people are clear about what is expected of them and how to achieve positive outcomes.

Young people live in a safe and secure environment. The vetting of visitors and people wishing to work at the home is thorough to make sure young people are protected. In addition, staff carry out regular health and safety checks including fire safety systems to make sure that the home is a safe place to live.

## **Helping children achieve well and enjoy what they do**

The provision is good.

Young people say they feel supported and receive individual help and guidance when they need it. Their needs are explicitly identified in comprehensive placement plans, which are put into practice to a good standard. The home can meet a wide range of young people's potential needs, including healthy lifestyles, culture, dealing with problems, education, gender, relationships and personal care. Young people have every opportunity to talk to staff about their problems and needs. Staff are comfortable discussing sensitive issues, such as, sexual health and family relationships with young people. Support mechanisms provide young people with the necessary skills in the care of their baby. Specialised services are also accessed as appropriate such as, mental health services and paediatric care.

Young people's education and achievement is actively encouraged and supported. Staff always encourage young people to do well and praise their efforts and abilities. The home has good links with young people's schools and colleges. Staff provide practical and emotional support when young people experience difficulties. This support reflects young people's individual needs and issues they face.

Staff actively encourage young people and their baby to enjoy their spare time and to take part in leisure activities at home and in the community. Young people enjoy a wide range of activities and are able to follow particular interests, such as seeing friends, listening to music, bowling and baby massage. Young people are also able to meet and socialise with young people from different social and cultural backgrounds in similar circumstances to themselves.

## **Helping children make a positive contribution**

The provision is good.

Young people have written placement plans identifying their needs and outlining the arrangements for meeting them. Staff put the plans into practice and keep detailed records about young people's progress and experiences. Young people's placement plans are reviewed regularly to make sure that they are up to date and continue to meet their needs. Young people attend review meetings and feel that they are listened to and their views about their lives taken into account.

Staff make sure that the arrangements for contact promote and safeguard young people's welfare. Where appropriate young people see their families regularly to help them maintain relationships. The home is able to facilitate supervised contact if necessary to provide further safeguards to the young people and their baby.

All admissions to this home are planned. Staff are good at helping young people settle in, making sure they know what is expected of them, what to do if they are worried, and know their way around the local area. The home is good at gathering sufficient information about young people before they move in to ensure that the home is able to meet their needs and support the young person in the care of their baby.

Young people are encouraged to make decisions about their lives and to influence the way the home is run. They are involved in decisions about what food they eat, what they do in their spare time, how the home is decorated and the house rules. Staff and the provider seek young people's views about how well they feel they are looked after.

Young people enjoy good relationships with staff based on honesty and respect. Staff are supportive of the young people, consistent with good child care and staff place an emphasis on being good role models.

## **Achieving economic wellbeing**

The provision is good.

Young people have clear plans identifying their skills, abilities and needs in relation to becoming more independent and clearly outline the assistance young people require.

Staff encourage young people to take responsibility for themselves and their baby by enabling young people to develop life skills suitable to their age and understanding. Young people take part in the daily tasks of running the home, such as shopping, cooking and handling money. This results in them developing a range of life skills to support them in the future.

Young people are encouraged to express their individuality in the way they dress. Their clothes are of a good standard and meet young people's personal preferences and needs relating to age, gender and culture. They are always involved in choosing how to spend their pocket money and allowances for toiletries and clothing.

Young people live in a homely and comfortable environment that meets their needs. The house is maintained, decorated and furnished to a good standard. Young people like the accommodation and have personalised the home to reflect their interests and individual tastes. They confirm that they are involved in decisions about furnishing and colour schemes of their rooms.

## **Organisation**

The organisation is good.

The promotion of equality and diversity is good. Young people's rights are respected and are actively promoted. The service demonstrates that the individual care needs of young people are identified and that direct work with young people is undertaken. Their care needs are routinely monitored through robust systems. Staff recognise young people as individuals with

different needs, backgrounds, interests and views. They ensure that young people receive an individual service designed to meet their personal needs.

The home is well run and provides a safe and stable environment for young people. The manager shows effective leadership and a commitment to good child care.

Young people know what support they can expect from the home and how they will be looked after. The children's guide provides important information about the home in a way that is easily understood by young people. Also, the home has a clear written statement for parents and social workers of how the home operates and plans to meet young people's needs.

Staff are well supported. They say that when they need support the management team is available and helpful. However, professional staff supervision does not always take place as regularly as recommended in the standards. Team meetings take place monthly to provide the whole staff team opportunities to discuss and review key matters. These include individual young people, the running of the home, and staff development and training. Meetings also allow the staff team to look at ways to improve the service they offer.

The service has a staff team with a range of skills and experience to look after young people. Staff have opportunities to develop their skills and knowledge through a training programme that covers the needs of the young people they look after. However, 80% of the staff team within the home have not yet achieved the National Vocational Qualification at level 3 in Caring for Children and Young People or the equivalent. However, there are further staff enrolled on this course. There are also systems in place for staff performance to be appraised by the line manager.

The home has systems in place to review the quality of care provided. The manager and provider consistently monitor the running of the home every month. They identify areas for improvement and take action to ensure that the home meets young people's needs and promotes their welfare.

The home's written records provide a clear picture of individual young people's needs, development and progress. Young people's records are well-written, organised and contain up to date information about them, including the relevant documents from placing authorities. Young people are encouraged to read and make comments about what is written about them.

## **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 meets the Care Standards Act 2000, The Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

| <b>Standard</b> | <b>Action</b>                                                                           | <b>Due date</b> |
|-----------------|-----------------------------------------------------------------------------------------|-----------------|
| 9               | ensure that young people's records are kept securely in the children's home (Reg 28.3). | 31 July 2010    |



## Recommendations

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

- maintain accurate records in relation to medicines prescribed as and when needed (NMS 13. 2)
- ensure all staff receive at least one and a half hours of one to one supervision from a senior member of staff each month (NMS 28.2)
- ensure that a minimum of 80% of all care staff have completed National Vocational Qualification Level 3 in the Caring for Children and Young People or an equivalent qualification (NMS 29.5).