

Inspection report for Children's Home

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Inspector	Sonya Robinson
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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 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.

The inspector spent time talking to the young person and their baby during the inspection and spoke to staff present on the day.

Summary

The overall quality rating is good.

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

At this unannounced interim inspection, all key standards were not inspected. This inspection focussed on how the service has addressed the actions and recommendations made at the last key inspection in July 2010. The outcome area of staying safe was also assessed. This service remains as good overall.

The young people who live at this home achieve good outcomes from their placement. Staff provide a safe and nurturing environment for young people and their babies. Young people are given a range of opportunities to develop independence and gain life skills.

The home has made good progress since the last inspection and as a result of this inspection, two recommendations are raised, these are in relation to staff training.

Improvements since the last inspection

At the last inspection one action and three recommendations were made.

The action was in relation to records being kept secure within the home. There was some concern about the integrity of the lock on the office door. The door lock has been replaced and there are no further issues arising.

Good practice recommendations were made regarding maintaining accurate records in relation to medicines prescribed for young people as and when needed, and ensuring all staff receive at least one and a half hours of one-to-one supervision from a senior member of staff each month. These have been completed and maintained.

This means that records now support the safe administration of medication and that staff have regular individual time for support and guidance from a senior staff member.

Finally, the Registered Manager was asked to ensure that a minimum of 80% of all care staff have completed a National Vocational Qualification at level 3 in the Caring for Children and Young people or an equivalent qualification. This is a work in progress and a number of staff have been enrolled on the course. Therefore this recommendation is repeated on this inspection.

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.

Staff respect young people's privacy and confidentiality in a way that is consistent with good parenting, and the need to protect young people. Young people make and receive telephone calls in private and are given space and time to be alone when they wish.

Staff create an environment where young people are supported in everyday decisions about their lives. Young people are encouraged to talk through any concerns or complaints and to resolve them in a mature approach. Staff encourage young people to talk about any problems they have and they work together to sort them out, while 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. Young people are provided with information about their rights and how to deal with their concerns through the complaints procedure. They know how to make a complaint if they are unhappy, including making a complaint to the placing authority.

Risk assessments are in place that identify all the potential risks to individuals, this helps to keep young people and their babies safe. Staff understand about their roles and responsibilities to promote and safeguard young people's welfare. However, refresher safeguarding training for some staff has not been consistently undertaken.

Staff provide a good level of supervision for young people and their babies based on their age and understanding to make sure they are safe in the home and in the community. They give young people good advice about personal safety. Staff respond appropriately to any serious concerns about young people's safety and ensure the relevant authorities are informed of any significant events. Young people being absent from care is not a regular occurrence from the home.

Bullying is not currently an issue at the home. Risk assessments are in place about bullying and young people are made aware of their rights to be safe. Staff work hard to help young people develop their awareness of bullying, to raise self esteem and also to feel confident. For example, support and guidance is given to young people around safe internet use and how to respond to peer pressures in educational settings.

Staff act as positive role models and use effective communication skills to encourage young people to develop socially acceptable behaviour. They place great emphasis on building positive relationships with young people and understanding young people's behaviour. Young people have clear and consistent boundaries and know what is expected of them and what is unacceptable. Staff work with young people to help them understand that the skills they learn at the home is to help them prepare for adult life with their baby.

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 is working well and no instances of physical intervention or sanctions have noted since the last inspection. This means that young people are clear about what is expected of them and how to achieve positive outcomes.

Young people are protected by thorough staff recruitment practices that are designed to ensure all staff recruited to work with young people are suitable to do so. Additionally, there is a robust approach to the vetting and supervising of visitors which also helps ensure young people are kept safe.

Health and safety are taken seriously. Staff carry out regular health and safety checks, including the maintenance of utility certificates along with fire records.

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.

What must be done to secure future improvement?

Recommendations

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

- ensure that all staff receive ongoing training in the prevention of abuse, recognition of abuse, dealing with disclosures or suspicions of abuse and the home's child protection procedures (NMS 17.8)
- ensure that a minimum of 80% of all care staff have completed a National Vocational Qualification at level 3 in the Caring for Children and Young People or an equivalent qualification. (NMS 29.5)