

Inspection report for children's home

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Inspection date	12/03/2012
Inspector	Sonya Robinson
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	11/10/2011
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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 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 (March 2011)*.

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.

Service information

Brief description of the service

This service provides residential accommodation for up to five looked after young people, all with complex emotional and behavioural needs. It provides care for young people between the ages of 12 and 17 years.

The home is owned by a private company.

Progress

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

At the last full inspection in October 2011, the home was rated as satisfactory. At that inspection, Ofsted asked the provider to make improvements to: household maintenance; to ensure that complaints records are appropriately detailed; to ensure that the manager made an application to register with Ofsted; the Statement of Purpose and children's guide, and to ensure that the home notifies Ofsted of any significant events that occur within the home.

Additionally, recommendations were made regarding young people having access to a range of educational resources to support their learning; the home having access to young people's placing authorities' child protection procedures, and that the home has a designated person responsible for handling allegations. Finally, it was recommended that all care staff should have an appropriate qualification in childcare.

Since the last inspection, the home now has a new system in place regarding the effective recording of complaints. This is known by young people and others and ensures that all complaints are taken seriously. Young people have been actively involved in choosing fixtures and furnishings as much of the home has been refurbished since the last inspection. A new kitchen has also been installed. The result is that young people now refer to the service as a home and behaviour has improved. Further to these improvements, all young people now attend education and say that they enjoy learning.

Young people and staff have also been involved in the revision of the children's guide. This has been further developed and the home is very proud of an audio compact disc (CD), which features a 'rap', written and sung by young people and staff from the home. Young people happily sing along to and are keen to point out who thought of which section and who wrote various lines. The CD will accompany the children's guide as part of a welcome pack. This pack ensures that young people who come to the home receive the information they need in a child friendly and positive way. The Statement of Purpose has also been updated to reflect the changes in regulation.

The manager of the home currently has an application with Ofsted for registration. She has developed good systems, known by staff of how to notify Ofsted and all other relevant authorities should any significant events occur.

Young people have access to their own computer within the home and they now enjoy a varied and interesting range of educational activities such as weekly art therapy, cooking, swimming and day trips to local aquariums and the zoo. The home also actively encourages young people's hobbies and interests including playing football. This helps young people build confidence and try new things.

A senior manager visits on behalf of the owner of this organisation, and along with the manager, monitors the home on a monthly basis. They do this to ensure that the home continues to meet the needs of the young people. Copies of these reports are received by Ofsted, and these identify any areas for improvement and action to be taken if necessary.

Staff now have access to young people's placing authorities' safeguarding procedures and the home has a designated person to deal with any allegations. Although, additional staff have commenced a relevant qualification in childcare since the last inspection, the recommendation regarding this is repeated here to ensure completion, and in relation to care staff who have recently transferred to this home from other parts of the organisation. The home is making good progress in this area and is making positive improvements regarding the outcomes for young people in their care.

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 existing care staff have attained a minimum level 3 qualification. This was previously the National Vocational Qualification in Caring for Children and Young People and from September 2010 is the Children and Young People's Workforce Diploma. (NMS 18.5)