

Inspection report for Children's Home

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Inspector	Robert Curr
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Date of last inspection	02/06/2010
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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

This setting provides up to six long-term placements for young people aged from 11 years old up to 17 years old. The accommodation consists of single bedrooms and spacious communal areas for eating, studying and relaxing. Further accommodation is provided in a bungalow situated in the large garden at the rear of the main house. This provides separate accommodation for one young person as part of the overall registration of six young people. The home is situated in a small coastal town. There is easy access to public transport, leisure facilities, health services and education.

The home aims to offer longer-term care and provide support for young people with emotional and behavioural needs.

Summary

The overall quality rating is good.

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

This was a unannounced interim inspection, which was used to assess the home's capacity to meet the outcome area for staying safe. Recommendations from the previous inspection were checked for compliance.

The home is a good service. Young people's welfare and safety is effectively promoted. There are good systems in place to promote health and safety within the home. Staff are experienced and well trained and they know what to do, to keep young people safe and protect them from coming to harm.

Improvements since the last inspection

At the last inspection the registered person was asked to take action in relation to aspects of enjoying and achieving, economic wellbeing and organisation. These included educational facilities, ensuring young people's privacy, staff support and training.

The computer is not in good working order and is placed in a very cold conservatory area that is not conducive to studying in comfort, and the bathroom still remains without covers to the windows. This does not ensure privacy for young people. These recommendations have been raised for a second time.

A supervision and training matrix is maintained by the manager. This enables the manager to see that staff training is on target and who has had regular supervision.

Although some progress has been made in relation to staff training, National Vocational Qualification ratios do not meet current standards.

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.

Young people's privacy is respected and promoted. They are provided with their own separate bedrooms but the facilities do not enable them to bathe with ensured privacy and dignity because the windows have no covers to them. Young people's private records are securely stored by staff and staff handle young people's sensitive information confidentially.

There have been no complaints made about the care in the home or from the surrounding community since the previous inspection. Young people state that they are aware of the home's complaints procedure, so they do know how to make a complaint if they need to. There are good arrangements in place for young people to raise their complaints or concerns independently. The home's complaints policy is clearly summarised for young people in a user-friendly format and is referred to in the young people's guide to the service.

There are no current issues or concerns in relation to bullying. Where young people have gone missing, records clearly show that staff have followed the home's procedures, to promote their safe return. Risks associated with young people going missing are clearly recorded and risk assessments are closely followed to promote young people's welfare and safety. The home works closely with outside agencies charged with protecting young people and to implement effective strategies to minimise young people being absent without authority. All staff are trained in child protection so that they know how to protect young people from abuse, exploitation and harm.

All staff are trained in the use of restraint, which includes diversion and de-escalation strategies to enable them to manage young people's behaviours safely. There have been restraints since the previous inspection but the permanent record does not contain sufficient information to analyse for trends and themes in the use of physical interventions. Sanctions are used fairly to show young people that there are consequences for any unacceptable behaviour.

Health and safety is effectively promoted and there are good systems in place for the routine maintenance and testing of the home's household electrical appliances. All of the home's fire appliances are professionally serviced and there are good arrangements made for the promotion of fire safety, in which all young people and staff are trained. There are regular inspections of the home's fire safety systems for health and safety reasons. Regular fire drills take place, and young people and staff

know how to evacuate the home safely.

Safe recruitment practices are not followed in a clear sequence although they do ensure that staff employed are appropriately vetted. However staff files are inconsistent and information is hard to retrieve.

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?

Statutory Requirements

This section sets out the actions, which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

Std.	Action	Due date
24	ensure that all parts of the home used by young people are suitably furnished and equipped, in particular, window coverings in the bathroom (Regulation 31 (2) (c))	31/01/2011
22	ensure a written record is made of any measure of control or restraint in a volume kept for the purpose, in particular clear details of young person's behaviour leading to the measure used	31/01/2011

	and the description of the measure. (Regulation 17 (4) (b) (c))	
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Recommendations

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

- ensure there is a working computer with internet access for young people to carry out educational work and leisure pursuits (NMS 14.5)
- ensure a minimum ratio of 80% of all care staff complete a National Vocational Qualification at level 3 in Caring for Children and Young People or an equivalent. (NMS 29.5)