

Inspection report for children's home

Unique reference number	SC059853
Inspection date	2 November 2009
Inspector	Monica Hargreaves
Type of Inspection	Random

Date of last inspection	10 June 2009
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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

This local authority home provides a short breaks service for children and young people of either gender between the ages of eight and 18 years who have a permanent and substantial disability. It is a purpose built bungalow with facilities that are appropriate to meet the needs of the young people who use the service. The home has six bedrooms, three bathrooms, two lounges, a dining room and a kitchen. There is an enclosed garden area, with specialist play equipment, at the rear. The home is within walking distance of local shops and other amenities and the town centre is a brief car journey away.

There were four young people present during part of the inspection.

Summary

This unannounced interim inspection was carried out to assess how well the service is meeting young people's needs in relation to staying safe and to review the recommendation that was made at the last visit. Because this was a limited inspection, the overall judgement made at the last visit has not been changed.

The home continues to provide an excellent standard of care. The welfare of young people is promoted very well when they stay at the service. Safeguarding is a priority, young people are protected from abuse and from bullying and there are appropriate measures in place to ensure that young people stay in a safe environment. Relationships between young people and staff are positive. Staff recognise and reward positive behaviour and manage challenging behaviour well and in the least restrictive way possible.

No actions or recommendations have been made as a result of this visit.

The overall quality rating is outstanding.

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

Improvements since the last inspection

The service has undertaken an assessment of the times and places within the home where the risk of bullying is greatest, to ensure that young people are appropriately supervised and protected.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

Robust policies and excellent care practices ensure that the privacy and confidentiality of young people is properly respected. For example, staff make sure that all the information that is kept about young people is stored securely and kept confidential; there is a dedicated phone that young people can use in private and staff deliver personal care in a way that promotes the dignity of young people.

Complaints are well managed by the service. Staff have an excellent understanding of the individual needs of young people and of how they communicate if they do not use speech, so they are able to help young people to make their views known and to identify if a young person is unhappy with any aspect of their care. Young people also have access to an independent advocate. Prompt action is taken to resolve concerns and there is good evidence to show that there are very few complaints about care.

Safeguarding is a high priority in the home and there are robust systems in place to protect young people from abuse. Staff are trained to recognise the signs and symptoms of abuse and have an excellent understanding of their responsibilities in relation to reporting concerns. The manager and staff work closely with staff from other agencies to ensure that information is shared appropriately, so that young people are protected.

Bullying is not an issue in the service. The risk is lessened because there are good staffing levels and young people are properly supervised and because the service has a clear booking system to plan short breaks. This ensures that groups of young people staying at the home at any one time are compatible. Individual risk assessments also enable staff to identify possible concerns and to put in place appropriate strategies to minimise risks.

There is a sound protocol in place for the management of unauthorised absences, to ensure that young people are protected. Young people who use the service are vulnerable and are appropriately supervised, so that they do not leave the home without the knowledge and support of staff.

Staff have very good relationships with young people and are successful in helping them to behave in a socially acceptable way. They do this by providing good role models and recognising and rewarding appropriate behaviour. Staff are trained to respond positively to challenging behaviour, including in the use of physical restraints and their positive management of young people means that physical intervention is rarely necessary in the home.

There are safe working practices in the service and risk assessments are in place and are kept up-to-date. The home has an efficient monitoring system to ensure that all safety checks are carried out on time, so that young people are cared for in a safe environment.

All staff are properly vetted before they start work at the service, to assess their suitability to work with young people. The home is kept appropriately secure and the identity of all visitors is checked, to ensure that unauthorised individuals do not gain access to young people in the home.

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 meets the Care Standards Act 2000, The Childrens Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
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Recommendations

There are no recommendations.