

Inspection report for children's home

Unique reference number	SC061439
Inspection date	24/01/2013
Inspector	Leonard Hird
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	10/10/2012
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Service information

Brief description of the service

The home is run by a private company and provides care and accommodation for up to five young people with emotional or behavioural difficulties, or learning disabilities, or mental disorders.

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.

Progress

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

At the last full inspection in October 2012, Ofsted made two requirements and two recommendations. The overall effectiveness of the home was judged as good. The purpose of this inspection is to assess if the registered persons have addressed the previous requirements and recommendations. The requirements and recommendations made at the last inspection have been fully addressed. No requirements or recommendations were made at this inspection.

The home's easily understood complaints policy and procedure is readily available for use by young people. When young people have made a complaint they have been fully supported by both the Registered Manager and the staff team. Information is well displayed throughout the home on how to make a complaint or, if required, how to complain to an independent body, such as, ChildLine. Members of staff receive training in how to record and address any complaint made by a young person. The home's staff record and document any complaint made by a young person and full account is taken of any outcome from the subsequent investigation. As part of the home's quality assurance monitoring programme a review is undertaken on a monthly basis of the home's complaints and physical restraint documentation. This

ensures that members of the home's staff team are correctly following the home's procedures when dealing with physical restraint and complaints. When a young person makes a complaint they can feel assured that the home will take their complaint seriously and that it will be and properly addressed.

Members of staff accurately record the details of any physical restraint used at the home. Young people are encouraged by staff to make comment about the effectiveness of any restraint used as part of this recording process. This detailed recording helps members of staff to adopt a consistent approach to the use of physical restraint. Young people are living in an environment that ensures that when physical restraint is used in the home it is carried out safely and correctly recorded.

Monthly independent and unannounced quality assurance monitoring visits to the home are undertaken and completed on behalf of the registered provider. These monitoring visits are now taking place at the appropriate time intervals and take full account of the required matters. The registered provider is now ensuring these written reports are forwarded at regular intervals to Ofsted. This monitoring process helps the home to promote improvements in the standard and quality of care provided for the young people.

Members of staff working in conjunction with young people and other partner agencies to develop a friendly, caring and supportive care environment for young people to live in. All of the young people are actively encouraged by the staff team to live healthy and active lives, while living at the home. The levels of support being provided by the staff team are helping young people to develop their own personalities, self-confidence and life skills that will enable them to succeed in later life.

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*.