

## Inspection report for Children's Home

---

|                                |              |
|--------------------------------|--------------|
| <b>Unique reference number</b> | SC061678     |
| <b>Inspection date</b>         | 02/12/2010   |
| <b>Inspector</b>               | Julia Toller |
| <b>Type of inspection</b>      | Key          |

---

|                                |            |
|--------------------------------|------------|
| <b>Date of last inspection</b> | 15/01/2010 |
|--------------------------------|------------|

---

© Crown copyright 2010

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

You can obtain copies of The Children Act 2004, Every Child Matters and The National Minimum Standards for Children's Services from: The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: [www.tso.co.uk/bookshop](http://www.tso.co.uk/bookshop)

## 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 is a large semi detached house in a residential area, providing care for three boys or girls from 12 years old up to 17 years old with emotional and behavioural difficulties.

The home provides spacious accommodation for young people, with easy access to local transport, city centres and schools. It is also close to shops, parks and cinemas.

### **Summary**

The overall quality rating is good.

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

At this unannounced full inspection, all key standards were inspected. This is a good service overall, although there are some issues with the heating at the home, health care plans and sanctions. Two members of staff participated in the inspection, unfortunately young people were not available to talk to the inspector.

Young people benefit from positive relationships with staff. They are afforded a range of facilities and opportunities to encourage and support a healthy lifestyle, to develop their life skills and to reach good outcomes from education. Staff benefit from a good level of training and support, they work well with other professionals to meet the complex and holistic needs of young people in areas such as emotional and physical wellbeing.

### **Improvements since the last inspection**

Two recommendations were raised at the last inspection regarding risk assessments and health care plans. There are now clear risk assessments that hold details of risks apparent to young people. These are reviewed regularly to ensure that changes to the behaviours of young people are identified and assessed

Each young person now has a health care plan. Whilst these are much improved from previous inspections, there are some health issues that are not addressed within the plans. This does not fully promote the health of young people and so this requires monitoring at future inspections.

## **Helping children to be healthy**

The provision is good.

The individual health needs of young people are identified within health care plans. Staff work together to ensure that the health care needs of young people are met. This includes making necessary health appointments, and arranging for advice and guidance where necessary. However not all health care issues are addressed within the risk assessments for young people, and this does not fully promote the health, wellbeing and safety of young people.

Staff arrange medical appointments for young people as necessary. They are aware that some young people may wish to protect their privacy and attend appointments alone. Where necessary, incentives are offered to young people who need encouragement to attend their appointments.

Procedures are in place to ensure the safe administration of medications at the home. Information sheets are held about the medications young people need, informing staff of any possible side effects that they may cause. This ensures that the health care needs of young people are promoted and met.

Menus are planned to offer healthy nutritious meals, with young people being encouraged to assist with preparing meals and shopping in preparation for adulthood.

## **Protecting children from harm or neglect and helping them stay safe**

The provision is good.

Staff create a warm and open environment where young people are treated with respect and are supported in everyday decisions about their lives. Young people are encouraged to talk through any disagreements they may have between each other and to resolve them amicably. Staff encourage young people to talk about any problems they have and work together to sort them out, whilst 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.

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 understand about their roles and responsibilities to promote and safeguard young people's welfare. They receive training about how to safeguard young people, including recognising the signs and symptoms of abuse. They provide a good level of supervision for young people based on their age 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 let parents, the police and social workers know about serious events. Bullying is not tolerated at the home, where staff are concerned that it is happening, risk assessments are completed and updated regularly to ensure that young people are kept safe.

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. Complaints are entered into the central record of complaints alongside details of action taken and an outcome.

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 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 means that young people are clear about what is expected of them and how to achieve positive outcomes. However, sometimes excessive financial sanctions are made of young people and the record of sanctions does not record the effectiveness of sanctions.

The safety and welfare of young people and staff is promoted through the regular testing of fire safety equipment. This helps to make sure that young people live in a safe and secure environment. The home carries out robust recruitment checks before staff start work at the home. All necessary checks are carried out in line with the Children's Homes Regulations.

## **Helping children achieve well and enjoy what they do**

The provision is good.

Staff support and encourage young people to take part in leisure activities and to pursue particular interests such as sports. They get opportunities to develop confidence in their skills, enjoy leisure time and try new things.

Education is actively promoted and staff understand the importance of education in the lives of young people, creating a stimulating environment that supports and encourages young people to learn and study. Their educational needs are identified in written plans with clear arrangements for meeting these needs. Staff demonstrate a commitment to the educational needs of young people and where necessary act as advocates to ensure that young people's opinions are listened to.

Young people's preferences are taken into account and they have opportunities to study and get work experience in areas that interest them. The home is good at

working with schools to support young people's learning and address problems affecting their education.

### **Helping children make a positive contribution**

The provision is good.

Young people have clear written placement plans identifying their needs and outlining the arrangements for meeting them. Staff put the plans into practice and keep records about young people's progress and experiences. Plans are reviewed regularly to make sure that they are up-to-date and continue to meet individual's needs. Young people are listened to and their views about their lives are taken into account.

Placement plans clearly outline contact arrangements and staff comply with these. They encourage young people's families and friends to maintain contact, and this helps young people to see their families regularly and to help them maintain relationships. They make sure that the arrangements for contact promote and safeguard young people's welfare, working closely with young people's families to ensure that contact is a positive experience.

Young people enjoy warm relationships with staff based on honesty and respect. Staff are motivated and interested in young people. They enjoy spending time with young people and are proud of young people's achievements. They have clear professional and personal boundaries with young people which are consistent with good child care.

### **Achieving economic wellbeing**

The provision is good.

Staff prepare young people for adult life. They are encouraged to take more responsibility for themselves, suitable to their age and understanding. They routinely learn skills through taking part in the running of the home, such as shopping, planning meals, cooking, using money and household tasks. They are also encouraged to develop their personal care, organisational and social skills.

Young people enjoy homely and comfortable accommodation. The home is decorated, furnished and maintained to a good standard. Young people have personalised their bedrooms and have enough personal space to meet their needs. However at the time of the inspection there were issues with the heating at the home and the home was cold. The staff on duty were aware of the issue and were liaising with the provider regarding this.

Young people receive regular pocket monies and clothing allowances. They go with staff to purchase clothing or spend their allowances. Sometimes depending on their age, ability and associated risks, they may also go with their friends.

## Organisation

The organisation is good.

The promotion of equality and diversity is good. The cultural and individual care needs of young people are identified and met. Young people are listened to and their views are taken into account regarding their care, for example, daily routines and leisure activities.

The home provides a safe and stable environment for young people. The manager shows effective leadership and a commitment to good child care. Young people know what support they can expect from the home and how they will be looked after. The home has a clear written statement for parents and social workers of how the home operates and plans to meet young people's needs.

Young people are looked after by competent and enthusiastic people who have suitable skills and experience to meet their needs. They provide positive adult role models for young people and work in a consistent way to provide young people with stability and emotional security. Staff are well supported by the manager and receive regular professional supervision. This ensures a consistent approach towards young people. Staff meetings take place regularly and provide an opportunity to discuss the running of the home and reflect on young people's needs and progress.

The home is monitored monthly by a representative of the organisation, and the manager monitors systems at the home in line with Regulation 34. This shows that standards at the home are monitored and maintained to a good standard and that young people receive a consistent service.

## 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 children's home used by children are adequately heated. (Reg 31 (a) ) | 17/12/2010 |

### Recommendations

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

- ensure that health care plans address all health issues relevant to young people and any associated risks that these may present (NMS 12.2)
- ensure that financial sanctions made of young people are not excessive and that sanctions records reflect the effectiveness of any sanctions. (NMS 22.10)