

Inspection report for children's home

Unique reference number	SC061678
Inspection date	15 January 2010
Inspector	Julia Toller
Type of Inspection	Random

Date of last inspection	28 May 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 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. The home looks after young people 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

At this unannounced interim inspection, all key standards were not inspected. The inspection focused on how the service has addressed the actions and recommendations made at the last key inspection and the outcome area of staying safe was assessed. This is a satisfactory service overall.

Young people benefit from positive relationships with staff. They are afforded a range of facilities and opportunities to encourage and support a healthy lifestyle. They are encouraged to develop their life skills and to reach good outcomes from education and employment.

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.

The overall quality rating is satisfactory.

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

Improvements since the last inspection

Two actions were raised at the last inspection regarding staff training and monitoring of the home. Four recommendations were raised about health care plans, medications and health care appointments.

Staff receive a range of training relevant to the work they are carrying out, this helps them to have the necessary knowledge to carry out their role effectively.

Arrangements are in place for the monitoring of the home in line with regulations, this helps to monitor standards at the home.

Health care plans are in place that contain details of medications and medical appointments. This includes when young people refuse to take their medications. Although these documents have improved since the last inspection, there are still gaps in these plans and they do not always hold full details of young people's health care needs. This does not fully promote the health care needs of young people and will be monitored further at the next inspection.

Helping children to be healthy

The provision is satisfactory.

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people's health care needs. This does not fully promote the health of young people and will be monitored further at the next inspection.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

Staff have created an environment where young people are treated with respect and get on well. Any disagreements are resolved amicably and bullying is not a problem.

Staff respect young people's privacy and confidentiality is consistent with good parenting and the need to protect young people. They understand about their roles and responsibilities to promote and safeguard young people's welfare. They receive refresher training in safeguarding young people including recognising the signs and symptoms of abuse. This helps to safeguard young people.

Staff provide a satisfactory level of supervision for young people based on their age to make sure they are safe in the home and in the community. They also give young people good advice about personal safety.

Staff respond appropriately to any serious concerns about young people's safety and let parents, police and social workers know about serious events involving young people. They inform Ofsted of serious incidents that take place at the home.

The home makes sure that young people have access to information about their rights and how to deal with their concerns through the complaints procedure. Young people know how to make a complaint if they are unhappy, a written record is kept of any complaints and the action taken to deal with them.

Staff use good communication skills to encourage young people to develop socially acceptable behaviour. Young people have clear and consistent boundaries and know what is expected of them and what is unacceptable.

Young people have risk assessments that identify risks pertinent to their welfare, but these do not always address all issues relevant to individual's. Risk assessments are not updated regularly to ensure that they take into account risks apparent to young people and staff.

Staff praise young people when they do well and reward them. They also reassure young people when they are upset and help them deal with their anxieties and frustrations in a positive way. Staff do not condone unacceptable behaviour and assist young people to learn to manage their behaviour and solve problems.

Young people live in a safe and secure environment. Staff carry out regular health and safety checks including fire safety systems to make sure that the home is a safe place to live.

The vetting of people wishing to work at the home is robust, they carry out checks with the criminal records bureau and verify written references. This makes sure that young people are kept safe.

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 satisfactory.

The Registered Manager resigned their position in September 2009 and the organisation has recruited a replacement manager. However, Ofsted have not yet received an application for this individual. This does not fully safeguard young people living at the home.

Staff receive a range of training relevant to the work they are carrying out, this helps them to have the necessary knowledge and skills to carry out their role effectively.

There are arrangements in place for the monitoring of the home in line with regulations, this helps to monitor standards at the home.

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
34	ensure that an application for the position of Registered Manager is submitted to Ofsted. (Reg 8)	2 February 2010

Recommendations

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

- ensure that risk assessments are updated and contain full details of all risks relevant to individuals (NMS 26)
- ensure that health care plans hold all details relevant to young people. (NMS 13)