

Inspection report for Children's Home

Unique reference number	SC061678
Inspection date	22/02/2011
Inspector	Julia Toller
Type of inspection	Random

Date of last inspection	02/12/2010
--------------------------------	------------

© Crown copyright 2011

Website: 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

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 interim inspection. All key standards were not inspected. The inspection focussed 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. One young person was present during the inspection but did not speak to the inspector. Two members of staff were present throughout the inspection.

This is a good 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, 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 well-being.

Improvements since the last inspection

One action was raised at the last inspection regarding the temperature in the home. Two recommendations were also raised about health care plans and sanctions.

The home was found to be warm throughout. This helps to make the home a warm and comfortable environment for young people to live in.

Each young person has a health care plan that details their health care needs, ensuring that young people's health care needs are promoted and met.

Sanctions made of young people are minimal; young people are aware of what they need to do to achieve rewards, helping them to achieve positive outcomes.

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.

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.

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 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.