

Inspection report for Children's Home

Unique reference number	SC062288
Inspection date	03/02/2011
Inspector	Susan Mullin
Type of inspection	Random

Date of last inspection	07/07/2010
--------------------------------	------------

© 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

The children's home is registered to provide care and accommodation for up to four young people of either gender aged between 9 to 17 years on admission, who have emotional or behavioural problems. The home is a large detached property, located in the countryside and within easy reach of several large towns. There are local amenities nearby, which include a shopping centre, bowling alley, cinemas, ice rink and local parks.

There are four single bedrooms for young people, one of which is en-suite. There is a separate shower with a toilet and a jacuzzi bathroom on the first floor. There is a large living room and a separate dining room, family kitchen and utility area. There is a large games/sun room which overlooks the extensive grounds with a tennis court facility at the rear. There are parking facilities on site for up to seven cars. The home have the use of two vehicles to transport young people to education and outings.

Staff facilities include two sleep-in rooms on the ground floor, each with toilet and shower facilities, one of which doubles up as an office. Three young people were living at the home and one young person participated in the inspection process.

Summary

The overall quality rating is good.

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

This was an unannounced interim inspection and only the staying safe section was covered and it remains as outstanding. The overall judgement remains as good, as the other outcome areas were not assessed on this occasion and therefore revised judgements have not been made on this visit.

One action was made at this inspection for the provider to make adequate arrangements for reviewing fire risk assessments annually. Two recommendations were made to ensure certificates of insurance specify the name and address of the setting and to ensure that that where risk assessed as being able to manage a personal bedroom key, young people are provided with one.

Improvements since the last inspection

An action made at the previous inspection where the provider was asked to ensure medication is administered at the dose and frequency outlined in prescription instructions, has now been met.

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.

Young people's privacy and confidentiality in the home is well regarded. They confirm staff knock on their bedroom doors before entering which respects their personal space. Locks are fitted to bedroom doors; however, young people are not provided with a key to their rooms. The home's complaints procedure is known to the young people and gives them the opportunity to raise any issues they are unhappy with. Young people spoken to feel staff listen to them but do not always rectify their concerns. Following discussion with the care manager it was determined that some concerns raised by young people, for example, wanting to meet certain friends cannot be accommodated in line with their placement plans. Staff also demonstrated lengthy discussions with young people as to why their concerns cannot always be met.

Staff have a very good understanding about keeping young people safe from harm and they know how to respond in the event of any allegation or serious concern about a young person's safety. Staff receive training and are familiar with safeguarding guidance, which assists them to care for and to promote the welfare of young people.

Young people are made aware that bullying is not tolerated in the home. At this time young people say there is no bullying and they get on reasonably well together. Staff know and follow the home's procedures when young people are missing from the home.

Young people are encouraged to develop appropriate and acceptable behaviours. Staff promote a positive culture within the house which includes rewards and incentives for young people. There is a strong emphasis on celebrating achievements and an ethos of respect in a home where young people are proud of their successes. Staff receive support and training to assist them to deal properly with challenging behaviour. Staff talk very positively about their work with the young people. Physical interventions and sanctions are recorded well and the young people are encouraged to have their comments written on the records. Staff always try to resolve issues before behaviour escalates. Young people consider staff are generally fair and any sanctions given are age-appropriate.

All statutory safety checks for gas, electric and fire safety equipment are carried out within the necessary timescales. Internal fire safety monitoring occurs at the necessary timescales and young people are clear about the evacuation procedures. Risk assessments are in place for fire prevention and the building, detailing the

necessary precautions to take to reduce the occurrence of accidents. However, this was dated 2008 and has not been reviewed annually. The liability insurance certificate is in place but does not specify the name and address of the home.

Thorough recruitment and employment procedures are in place which helps to confirm staff are suitable to work with young people. Staff in the home monitor visitors when in the building. All visitors have to sign in and out of the building.

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/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
26	make adequate arrangements for reviewing fire risk assessments at suitable intervals. (Regulation 32 (1)(c)(v))	08/03/2011

Recommendations

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

- ensure certificates of insurance specify the name and address of the particular home (NMS 26.9)
- ensure that that where risk assessed as being able to manage a personal bedroom key, young people are provided with one. (NMS 9.5)