

Inspection report for Children's Home

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Inspector	Julia Toller
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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 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 home is a large terraced property located in a residential area with good access to public transport which provides access to the city centre.

Inside the accommodation is bright, spacious and has been refurbished to a high standard. Downstairs there are two main lounges, one of which is used as a quiet area. There is also a dining room, kitchen and staff office located on the ground floor.

All children's bedrooms are single and are located on the first floor with the staff sleep-in room. There is also one bathroom with a bath and shower and one separate shower room.

Summary

The overall quality rating is satisfactory.

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 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, 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

Four actions were raised at the last inspection regarding medications, notifications to Ofsted, restraint procedures and health care plans. Recommendations were also made about recordings of physical restraints and sanctions, staff files, team meetings and Regulation 33 visits to the home.

All young people have a detailed health care plan that covers all aspects of their health care needs including any necessary medications. There are safe suitable storage facilities for medications at the home with recording procedures that provide a clear account of the medications that young people receive. This helps to promote the health of young people.

Ofsted have been notified of all incidents that have happened at the home in line with Schedule 5 of the Children's Homes Regulations.

Physical restraints have reduced greatly at the home. Sanctions are also minimal, where possible young people are provided with an opportunity to 'earn back' their sanction through positive behaviours. There are clear records of sanctions and physical restraints in line with the national minimum standards and regulations.

Staff files are now maintained in line with regulations which helps to safeguard young people. Team meetings are held regularly which helps to maintain standards at the home and promote the needs of young people.

The home is also regularly monitored in line with Regulation 33 and written reports of these visits forwarded to Ofsted.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is satisfactory.

Young people feel safe living in the home. 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 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, and have received 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 and understanding 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. They also keep a written record of any complaints and the action taken to deal with them. Young people say

that they prefer to discuss any issues they may have with staff on an informal basis, but know who they could go to if necessary.

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. Records of physical restraints and sanctions are completed fully in-line with regulations, this helps to safeguard 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.

On the whole fire safety checks are completed at the required intervals, there are however, some gaps where weekly fire checks have not been completed, this does not help to make sure that the house is a safe place for young people to live in.

The vetting of people wishing to work at the home is generally sound, holding all information in-line with schedules. The home carries out checks with the Criminal Records Bureau and verifies 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 not judged.

What must be done to secure future improvement?

Recommendations

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

- ensure that fire safety checks are completed at the required intervals. (NMS 26)