

Inspection report for children's home

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Inspection date	21 December 2009
Inspector	Julia Toller
Type of Inspection	Random

Date of last inspection	26 June 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

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

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. 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 wellbeing.

The overall quality rating is good.

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

Improvements since the last inspection

Three recommendations were raised at the last inspection regarding complaints, the recording of physical restraints and admission procedures. One action about medications was raised following a separate visit to the home.

There have not been any complaints recorded at the home since the last inspection, this recommendation will therefore be monitored further at the next inspection.

A record of physical restraints is now maintained in line with national minimum standards. However, records show that young people and staff have sustained minor injuries during restraint. There are no details of action taken by the manager to investigate how these happened and whether this information can be used to avoid any further injuries. This does not fully safeguard young people and staff at the home.

The admission and discharge record is an accurate record of young people living at the home. There have not been any further incidents where young people have transferred from homes within the organisation.

Staff have recently attended a refresher course on the safe handling and administration of medications. There is now a controlled drugs register maintained at the home that reflects an

accurate record of the medications taken by young people, and that they are receiving these medications appropriately. The medication administration sheets did not however provide a clear up to date record of the medications being taken by young people. This does not fully promote the health needs of young people, and this action will therefore be monitored further at the next inspection.

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 every day 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 fully understand about their roles and responsibilities to promote and safeguard young people's welfare, receiving training in 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 involving young people. However, the home does not always notify Ofsted of incidents in line with schedule 5, this does not fully safeguard young people.

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. Staff make use of opportunities such as weekly meetings with young people and key working sessions to address bullying in a proactive manner, this reduces the risks associated with these behaviours and creates an open atmosphere for young people to discuss issues concerning them.

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. However the home does not always keep a written record of any complaints made about the home and any action taken to deal with them. Where necessary, staff ensure that young people have access to independent advocates to promote their rights.

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. Records of sanctions are maintained in line with national minimum standards, this allows for the effectiveness of sanctions to be monitored.

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. This means that young people are clear about what is expected of them and how to achieve positive outcomes. However there have been occasions where young people and staff have received minor injuries during incidents of physical restraint, these incidents and injuries have not been fully investigated so that the information can be used to hopefully avoid any further injuries. This would help to safeguard young people and staff at the home.

Young people live in a safe and secure environment. Staff carry out regular health and safety checks of the environment, and fire safety systems are checked at the required intervals, this helps to make sure that the home is a safe place for young people to live in. The home carries out robust recruitment checks before staff start work at the home.

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 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
13	ensure that there are suitable arrangements for the recording handling safekeeping safe administration and disposal of any medication received into the home, in particular that any medicine which is prescribed for a child is administered as prescribed to the child (Regulations 21)	4 January 2010
28	ensure that where young people and staff are injured during restraints, appropriate action is taken to investigate and record	4 January 2010

	how this happened and how it can be avoided in the future (Reg 11)	
20	ensure that ofsted are notified of all incidents in line with schedule 5 of the Children Homes Regulations. (Reg 30)	4 January 2010

Recommendations

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

- ensure that there is an accurate record of all complaints and action taken in response to complaints made about the home. (NMS 16)