

Inspection report for children's home

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Inspection date	02/02/2012
Inspector	Angus Mackay
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Provision subtype	Children's home

Date of last inspection	01/06/2011
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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 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection (March 2011)*.

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Service information

Brief description of the service

The home is registered to accommodate and care for no more than three young people. The home provides medium to long-term residential care to young people with emotional and behavioural difficulties. Emergency placements can be facilitated dependant on the stability and mix of the young people in residence at the time. The home encourages young people to attend school but can provide home tuition from qualified teachers. Work with young people is advised by a psychotherapist who also provides support to the staff team.

Progress

Since their previous inspection the service is judged to be making **good** progress.

The inspection judgement was good at the last full inspection on 1 June 2011, with one recommendation and one requirement being set. The home has successfully addressed both of these and has made good progress in improving access to education for young people and in addressing local concerns related to the home.

The Registered Manager left two months prior to this inspection and the deputy manager is managing the home until the replacement manager takes up the position. Suitable arrangements are in place for a permanent appointment, subject to appropriate checks. The young people like the acting manager saying, 'she is the best,' and staff say, 'she has provided us with excellent leadership and is responsible for the stability in the team.' The current management arrangement is ensuring that young people continue to receive good quality care.

Changes to the staff selection and recruitment process has improve the safeguarding of young people. The acting manager has improved checks on candidates and recording of decision making, ensuring that new appointments pose no risk to young people. The acting manager has provided young people with access to a telephone card, which enhances their safety, allowing them to contact significant others outside the home without recourse to staff. Young people say that they feel safe within the home and that the change in manager has been good for them giving ready access to decisions and quick feedback on requests and complaints.

The home has responded positively to concerns from local residents about disruption in the street. All young people now leave the home for education in a school established for their use or to attend local schools or colleges. Young people benefit from improved educational resources and improved local relationships, enhancing their educational opportunities and improving their safety. The acting manager and company directors have established a local forum, including relevant local agencies, to enhance community involvement and improve local relationships. Young people say that they are positively engaged in the local community and have taken part in a

range of positive activities to benefit other children in the community.

The manager uses information, gained from her monitoring of the homes activity and from external monitoring, to evaluate the performance of staff and the activity of the young people, allowing targeted interventions to improve the outcomes for them. Directors of the business use quarterly summaries of the monitoring information, provided by the acting manager, to adjust the development plan for the home, enhancing the care provided to young people. The manager has not yet sent these summaries to Ofsted.

The acting manager has successfully addressed issues raised in the monthly monitoring visits, improving the quality of discussion and recording in young people's meetings. Young people confirm that staff respond to their requests speedily and encourage them to take part in decisions about the home. Young people confirm that staff support them appropriately with their care and in assisting them move forward in an age appropriate manner. Young people confirm that they are involved in their care planning and several are engaged in the construction of their pathway plans, aiding them to plan for their own futures. Staff are now providing all new entrants to the home with a live fire drill, soon after admission or starting work, to enhance their safety provided through verbal induction. In addition the manager has improved young people's engagement in monitoring their access to medication improving their self care skills.

Areas for improvement

Recommendations

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

- ensure that an evaluation of the monthly monitoring of matters set out in Schedule 6 is sent to HMCI at six monthly intervals (Children Act 1989 Guidance and Regulations Volume 5 Children's Homes 3.14)