

Inspection report for children's home

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Inspection date	29/01/2013
Inspector	Angus Mackay
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	20/06/2012
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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. Work with young people is advised by a psychotherapist who also provides support to the staff team.

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.

Progress

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

At the last full inspection, carried out in June 2012, the home was judged as good in overall effectiveness. There were six recommendations for improvement. The home has successfully addressed all of the recommendations that were set. In addition the home has made good progress by making improvements to the environment in consultation with the young people, improving staff knowledge and capability to deal with specific health issues of young people, improving therapeutic work reducing restraints and incidents, concluding the registration of the manager and improving the monitoring of practice.

The home has made good progress since the last inspection and there are no requirements or recommendations following this inspection. Young people are happy, friendly, polite and very relaxed in the home. Relationships with staff are good and young people say they feel safe and well looked after. Parents say the home is excellent at keeping them informed about their children's progress or any incidents.

One saying, 'we get on really well with the manager. She calls every Friday and gives us an update. If there are any issues she will call us even out of hours. We are very happy with the home.'

Social workers praise the quality of reports which keep them informed of young people's progress. One social worker commented, 'the manager is excellent in communication and collaborative working. Reports are excellent and very informative covering all key areas of development and how the young person is progressing.' Social workers stress how well the home manages individual cases, developing excellent contacts with families and supporting agencies. Young people benefit from this excellently co-ordinated approach. One parent commented, 'they are seriously different, they used to be a real handful running off and putting themselves at risk. They have benefitted from the one-to-one work. That has kept them safe and stopped them running off.' A social worker stated, 'the young person sees them as their family. They have thrived in the home.' Files are superbly structured, evidence consistency in care, are well maintained and show engagement of young people in commenting on all aspects of their care.

Staff ensure that young people receive excellent health care. Meals are planned with young people to ensure they meet health needs, cultural requirements and personal preferences of the young people. Where young people have specific health need all staff are thoroughly trained and practiced in meeting these. The manager rigorously monitors staff compliance with all health care matters. Young people say that staff engage them in selecting, purchasing and cooking food. All young people say that meals are good and they can always have choice including vegetarian options. Young people's health care is enhanced by staff training in health and hygiene issues. Staff awareness of relevant issues and how to reduce risks for young people is enhanced by recent training in sexual health for teenagers. In addition the home ensures compliance with local and national safeguarding policies by submitting it's procedures to the Local Safeguarding Children's Board and modifying them following feedback, enhancing the safe care of the young people.

There are very few restraints and when these occur staff note all interventions employed prior to any physical intervention. Young people's files contain a very detailed and sophisticated guide to staff on triggers to different behaviours and how to engage positively with young people in a range of situations. Staff employ these techniques and skills developed in training with the home's psychoanalyst, to de-escalate incidents reducing the number of restraints. Parents and social workers comment positively on the home's management of difficult behaviour noting improvement in the young people. One parent commenting, 'staff are very good at putting boundaries in place in a very firm but fair way.' The manager ensures that staff receive monthly input from the therapist aiding them in their application of a therapeutic approach with the young people. The staff engagement with young people has resulted in a dramatic reduction in restraints and incidents. Social workers praise this excellent work at reducing incidents and maintaining good boundaries with the young people.

The manager provides good leadership to the staff team. The manager monitors and

evaluates the conduct of the home sending copies of their reports to Ofsted on a regular basis. This monitoring incorporates feedback from, young people, social workers and families evidencing their involvement in commenting on the running of the home. The manager regularly reviews the Statement of Purpose ensuring it accurately reflects the current practice and establishment of the home. Copies of the revised document are promptly forwarded to Ofsted. These measures provide additional safeguards for young people and evidence their progress and engagement in the home. Since the last inspection the manager has completed her registration with Ofsted providing staff with consistency in leadership and ensuring continuity of care for young people. One social worker described the home as, 'one of the best homes I have worked with, they are excellent.' Another social worker saying, 'everything is working well, this is an excellent placement.' The manager ensures compliance with all standards and regulations relevant to a children's home, through her rigorous application of management check sheets. The manager uses this information to maintain high standards of care and to inform weekly, monthly and quarterly evaluations of the service. Young people benefit from living in this well organised constantly improving environment.

The home has established a regular forum for local residents to address any issues which they may have enhancing the engagement of the home in the local community. Young people enthusiastically involve themselves in fundraising activities improving their sense of social responsibility. The home enjoys cordial relationships with most of the residents in their street ensuring young people are not excluded from local activities. Young people enjoy attending a local youth club; attend cadets and some go to local gyms and swimming pools improving social skills and health.

Staff are enthusiastic about their work and interact well with young people. New staff praise the support and structured induction which has eased them into the job. One new member of staff commenting, 'I love it here and think it is fantastic. It is so much more structured than other homes.' The home is pleasantly furnished, well decorated and maintained. Young people confirm that staff involve them in choices about furniture décor and making improvements. All young people have highly personalised bedrooms which staff aid them in maintaining. This engagement fosters a sense of ownership and belonging in the young people who regard the placement as home.

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*.