

Inspection report for Children's Home

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Inspector	Mark Blesky
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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

This is a children's home for up to six young people aged between eight and 17 years old. The home has the appearance of a large family home with little to distinguish it from other homes in the neighbourhood. The house is in a residential street in a seaside town and close to shops, community facilities and the beach. There is adequate space in the home for the young people that are accommodated, and the home has a rear garden for young people to use. Three young people were present during the inspection and spoke to the inspector.

Summary

The overall quality rating is good.

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

This unannounced interim inspection looked at the progress the setting has made with the six recommendations raised at the last inspection in August 2010. It also assessed the home's compliance against the Every Child Matters outcome area of staying safe.

The home has addressed the recommendations made at the last inspection to improve the quality of care provided for young people. First aid and planning for young people's healthcare have been reviewed and effective systems are now in place. Independence planning is in place for all young people appropriate to age and staff training meets the expectations of the national minimum standards. The home makes good arrangements to keep young people safe from harm and promote their well-being.

Improvements since the last inspection

Six recommendations were made at the last inspection in August 2010. These related to: first aid; healthcare planning; fire safety; planning for young people's independence; contact arrangements for young people; and National Vocational Qualification training for staff members.

Healthcare planning has been reviewed and robust programmes of support and monitoring are in place. All first aid equipment has been reviewed and there is appropriate equipment and planning provided. Contact arrangements are now in place for all young people detailing the specific plans and the role of the contact supervisor.

Fire safety in the home has been reviewed and a new building fire plan has been put into place. Monitoring is frequent and any changes to practice or the location of equipment are promptly reviewed. Training for all staff and current training

schedules are in place to achieve training in accordance with the national minimum standards.

The registered person has taken appropriate steps to improve the quality of the care provided for young people.

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.

Young people are treated with respect and their privacy is valued by the staff members. Guidance is available for all staff promoting the value of young people's rights and expectations for confidentiality. Staff members knock on bedroom doors before entering and are particularly sensitive at times of washing and dressing. A private telephone is available for all young people and all personal information is kept securely.

If young people express dissatisfaction, they are supported by effective complaints and representation procedures. Any complaint is taken seriously and formal records are kept along with the actions taken to address this. Complaints are infrequent in this home and most day-to-day matters are managed effectively through less formal arrangements.

The home has an identified safeguarding coordinator who has many years of experience and substantial knowledge in this area. All staff members undertake mandatory training in matters of safeguarding, and refresher training is provided. The home maintains safeguarding procedures for all staff and these reflect the principles of the local authority's guidance. All matters of safeguarding and child protection are promptly referred to the local authority and the safeguarding coordinator oversees all matters of this nature. Young people are effectively protected from robust and well managed practices.

Young people are protected from bullying and intimidation. Staff members are vigilant and knowledgeable of the signs and symptoms of bullying. The home maintains effective anti-bullying procedures and all staff receive training in this important area. Ratios of staff are typically high and close supervision is maintained. Any incident of bullying is addressed separately from more day-to-day disagreements and a plan to address any incidents is put into place. All young people are risk assessed in relation to bullying and being bullied.

Unauthorised absence from the home is extremely uncommon and the home maintains effective procedures to discourage this. In the event of a young person

becoming missing, the home deploys appropriate measures to search, report and return the missing person.

Behaviour in the home is generally positive and staff strive to encourage the young people to understand boundaries and expectations of behaviour. Well-established relationships between staff and the young people support good behaviour and staff are generally successful in encouraging this. If behaviour is more serious or concerning, the staff may use a range of approved sanctions to encourage behaviour that is more positive.

The home is well maintained and regular fire safety and health and safety review is carried out. All young people undertake periodic fire evacuation drills and all staff receive training to respond to emergencies in the home. Comprehensive risk assessments of the home are maintained and risk assessment is carried out on all young people. Staff are therefore aware of inherent risks within the home and consider the impact of historic and known behaviours of the young people.

All staff members are recruited through established, experienced employment panels, and all statutory and reference checks are carried out on new employees. To ensure young people are appropriately safeguarded, all visitors to the home are carefully monitored. All visitors must identify themselves and no visitor is permitted to have unsupervised access to the young people or 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.

