

Inspection report for Children's Home

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Inspector	Nick Veysey
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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

This is a children's home for up to three young people from 10-years-old up to 17-years-old with emotional or behavioural difficulties, or learning disabilities.

It is a large house near the centre of a town. The location of the house enables young people to access facilities in the community easily. It is close to bus stops, local schools, shops, youth groups, leisure centres, libraries, the beach and parks.

Three young people live at the home and one of them took part in the inspection.

Summary

The overall quality rating is good.

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

This visit was an interim inspection and was unannounced. The inspection looked at how well the service safeguards and protects young people's welfare. It also looked at the progress made with the recommendation from the last inspection about evaluating the effectiveness of sanctions used to improve young people's behaviour.

The overall rating of the service has not changed from the last inspection because on this occasion all the national minimum standards were not inspected. The service continues to meet the regulations and standards very well and provides a friendly, safe and supportive environment for young people.

Young people feel safe and supported, and are looked after by very competent staff committed to ensuring young people are protected from harm and get the help they need. Staff have a detailed understanding of individual young people's needs and work really hard to find out how best to support them. As a result, they are able to encourage young people to develop socially acceptable behaviour and overcome difficulties they may face.

Improvements since the last inspection

At the last inspection the manager was asked to ensure that the records of any sanctions used with young people clearly evaluate how effective the sanctions are at improving young people's behaviour. Staff are now recording in detail how well particular sanctions work with individual young people. This information has helped staff to identify that certain sanctions are not effective at encouraging young people to develop acceptable behaviour; as a result they are starting to use a different strategy to support 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 feel safe because they live in a safe and supportive environment and are effectively protected from harm.

Staff promote young people's dignity and respect young people's privacy consistent with good parenting and the need to protect young people. Young people have single bedrooms and accommodation provides space where young people can relax easily and spend time to be alone when they wish. Information about young people is managed confidentially and held securely in the office.

Staff give protecting young people from harm a high priority. This involves providing young people with excellent advice about personal safety. Staff understand fully their responsibilities to promote and safeguard young people's welfare. They are knowledgeable about the procedures for responding to concerns about young people and act decisively when they are worried about young people's safety. They work effectively with young people, their parents and safeguarding agencies to protect young people by sharing information and putting safeguarding plans into practice.

Young people know how to complain and their concerns are taken seriously and addressed. Young people confirmed that they can talk to staff if they feel unhappy. Staff ensure that young people are protected from bullying by providing a good level of suitable supervision and suitable guidance. Young people have not experienced bullying and get on well together. Staff work effectively with young people to enable them to develop positive relationships, to deal with disagreements constructively and understand the impact their behaviour has on other people. In this way staff help young people to develop their clear expectations of how they treat, and should be treated by, their friends and families.

Staff are very aware of young people's vulnerability and the risks they face in the community. They work extremely hard to ensure that risks to young people are effectively managed. The home has detailed individual risk assessments and plans for what staff should do if young people are absent without authority and follow the plans consistently well. Staff encourage and support young people to come in on time and stay in contact with staff by telephone. When young people are late back they are warmly welcomed home and staff check if any medical assistance is needed.

Staff are very good at encouraging young people to develop socially acceptable behaviour and challenge difficult behaviour constructively. Young people know what standards of behaviour are expected and the possible consequences of any poor

behaviour. Staff view young people in a positive light and encourage acceptable behaviour by praising and rewarding them, talking to them, trying to understand their behaviour and building positive relationships. Staff have a good understanding of the issues that influence young people's behaviour, such as emotional difficulties, addiction and the impact of separation and loss. These insights enable staff to work well with young people and identify the best ways to help them.

Young people's behaviour is very good and as a result punishments, such as sanctions, are used very rarely. Sanctions are only used constructively to deal with serious behaviour. Staff keep accurate records of any sanctions used with young people and now clearly evaluate how effective the sanctions are at improving young people's behaviour.

Young people live in a safe environment. Staff put into practice a comprehensive range of detailed health and safety procedures and risk assessments to protect young people. For example, staff carry out regular health and safety checks, including fire drills, to ensure the premises are safe and secure and young people know what to do in an emergency.

The recruitment and selection of people working at the home is thorough to make sure young people are protected. For example, before starting work all staff have appropriate Criminal Records Bureau checks. Also the home has suitable systems in place to ensure that visitors to the home are suitably checked and supervised to protect young people.

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.

