

## Inspection report for Children's Home

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| <b>Unique reference number</b> | SC063683      |
| <b>Inspection date</b>         | 26/11/2010    |
| <b>Inspector</b>               | Michelle Moss |
| <b>Type of inspection</b>      | Random        |

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|--------------------------------|------------|
| <b>Date of last inspection</b> | 04/08/2010 |
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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**

The home offers accommodation to six young people. The building is designed in a way that offers plenty of space to the young people, including a large lawn garden area to the rear of the building. The ground floor of the building consists of a living room, dining room, computer and arts room, kitchen, laundry room and access to a private telephone.

The home is within easy reach of places of worship, shops, restaurants, local community markets and a range of community activity centres.

The first floor is designed to have two separate landing and bedroom areas. Each side consists of three single bedrooms, storage cupboards, shower and toilet facilities and a communal area on each landing with soft seating. Between the landings are additional toilet and bathing facilities.

## **Summary**

The overall quality rating is good.

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

This was an unannounced interim inspection that has specifically focused on following up improvements since the last full inspection and reassess outcomes for young people in regards to staying safe. The home has made positive steps to address previously identified shortfalls. These improvements are helping to enhance the health and safety of young people. The documentation that makes up the placement plan is more comprehensive and areas of behaviour management are increasingly more transparent and fairly applied. Young people continue to have excellent access to an array of services in which their physical, emotional and mental health is being met. Staff are dedicated and provide young people with person-centred care in which their individual needs can be met. There are some slight shortfalls that have emerged from this inspection. These include, conducting room searches, risk assessing, recordings of care and control and obtaining from the placing authority any required consent. These shortfalls do not outweigh the continued strengths of the home in which young people are supported to stay safe.

### **Improvements since the last inspection**

Good progress has been made in respect of the one action and three recommendations raised at the last full inspection. Young people now have more detailed health plans. These plans are used by staff to help them keep young people healthy and safe. This includes staff being more informed about young people's medical history and any necessary preventive measures that require monitoring by staff. In addition, the home is now ensuring parental consent is obtained for staff

administering first aid and any appropriate non-prescribed medication. These improvements are helping the home enhance their care of young people.

There is an increase in detail made in logs that record restraints and sanctions. These show a more fairer and consistent approach is being applied to help young people reduce any risky behaviour. Nevertheless, there are still sanctions being repeated several times without any evaluation of their effectiveness.

There is better consistency between documents that help form the placement plan. This has meant staff are accessing more concise information that they can resource to help keep young people safe. For example, information on self harming is clearer between plans. This has removed any potential confusion over the level of monitoring required and the extent of risk.

### **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.

Vetting of staff and monitoring of visitors remains robust and prevents young people being exposed to potential abusers. Young people also continue to benefit from having a consistent staff team who prioritise their safety.

The staff remain suitably trained and understand their responsibilities for the protection of young people under their care. Young people share with staff a positive relationship that helps them feel safe and protected from harm. The use of restraint continues to be seen as a last resort and only used when there is damage to property or immediate likelihood of injury. Nevertheless, sanctions are used more frequently. Some excellent work is being done with staff around increasing awareness about applying sanctions. Nevertheless, there are still repeated sanctions being made that are not being evaluated to identify their effectiveness in reducing risky behaviour. Also, young people are not always being encouraged to express their opinions and views on aspects of care and control. This restricts the level of transparency applied in the management of behaviour. More positively, there is a continuous commitment by staff to tackle all types of bullying through initiatives and strategies that increase awareness of its impact.

When young people are missing from home they are protected in line with a clear policy, guidance and risk assessments. The staff team adhere carefully to procedures and assessments to ensure the right action is taken. This takes into account the level of vulnerability relating to individual young people. Young people's physical safety is enhanced by robust safety checks being completed in respect to fire prevention. Risk assessments relating to the home's environment and young people's activities are

detailed and effective to help keep young people safe. However, risk assessments that involve imposing restrictions on family contact, pocket money and leaving the home, are not being supported by formal consent by an appropriate professional.

Young people are provided with information to help them raise complaints. The staff team take any complaint seriously and take prompt action to ensure young people's concerns are addressed. Young people receive a monthly visit from a children's rights officer to enable them to maintain contact with someone independent of the home. This assures their rights to independent advice and the facility to whistle-blow. The staff team understand the importance of young people's privacy although also recognises the need to protect young people whose emotional well-being places them at risk and therefore require close supervision. This includes having to conduct daily room searches as part of their risk assessment. Although young people are aware of this arrangement, the home is not maintaining a written record to validate the extent of the search. This compromises written guidance that is aimed at protecting young people and staff.

### **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/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

| Std. | Action                                                                                                                                                                                                     | Due date   |
|------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 17   | ensure in safeguarding young people that any imposed measure which restricts a young person's contact, movement and access to pocket money is consented by the placing authority.<br>(Regulation 15(6)(7)) | 31/12/2010 |

## Recommendations

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

- make sure young people are given an opportunity to record their views about restraints on records made by staff. Also ensure the record made for recording sanctions includes details on the effectiveness and any consequence (NMS 22.9, 22.14)
- ensure all room searches are documented in a formal log. (NMS 9.8)