

Inspection report for Children's Home

Unique reference number	SC065679
Inspection date	15/02/2011
Inspector	Susan Mullin
Type of inspection	Random

Date of last inspection	22/09/2010
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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 is a local authority children's home that provides emergency short-term residential accommodation for five young people of either gender, aged between 12 and 17, who have emotional or behavioural difficulties. The purpose of the home is to provide a safe and secure environment that promotes the welfare of young people. Placements are for a maximum of 12 weeks duration, other than in exceptional circumstances, during which plans to return home or another placement will be made and initiated.

The home is purpose built and located in a residential area five minutes walk from a town centre and a mainline railway station. It is well served by public transport links and situated close to the motorway and other major road networks. There are spaces for several cars to park.

Five young people are currently living at the home and two contributed to this inspection.

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. It was arranged to consider the outcome area of staying safe and the recommendations made at the last inspection. The overall judgement remains good.

Young people receive good quality care, guidance and support. They are making sustained progress, especially in relation to managing their own challenging behaviours. The home is effectively managed and staff are well supported in their care of young people.

Two actions were made as a result of the inspection; to ensure that when any young person is placed from outside the county, there is appropriate safeguarding information accessible to staff and to provide staff with appropriate training on how to respond to any safeguarding concerns.

Improvements since the last inspection

Three recommendations were made at the last inspection; to further develop the records following key worker sessions; to ensure that all staff receive appropriate supervision and to produce an up-to-date development plan for the home. All of these have been satisfactorily met.

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.

There are effective arrangements in place to protect young people, including procedures to deal with bullying, unauthorised absences and behaviour management. However, not all staff are familiar with safeguarding procedures despite having child protection training. Additionally, there is no appropriate safeguarding information accessible to staff for young people, who are placed from outside the county.

Young people's right to privacy and confidentiality is well regarded in the home. Information that is held about them is kept secure and confidential and staff always knock on a young person's door before entering their room. Young people have their own mobile telephones but they also have access to a telephone in the home that they can use in private.

Young people are clearly informed that bullying behaviours are not acceptable and are encouraged to let staff know if they have a concern about bullying. Staff recognise that there is always a risk that bullying can occur. Staff provide appropriate support and supervision to lessen the risk of this occurring and to protect young people. There is a sound protocol which staff follow to ensure the safe return of young people if they go missing from the home. The service has a good complaints procedure. Records confirm that young people are able to make a complaint and show that prompt action is taken to address their concerns. This enables young people to understand that their complaints are dealt with effectively, quickly and that they are supported and listened to.

Young people understand the need for boundaries and routine to keep them safe and develop acceptable behaviour. They say that staff care about them and that they are treated fairly if they break the rules. Sanctions are proportionate and reasonable. There are few incidents of young people being physically restrained, however staff receive regular training in de-escalating violent behaviour and using physical interventions. Relationships between staff and young people are supportive and respectful and staff manage the behaviour of young people in a constructive way. This is further promoted through the use of good procedures and record keeping.

Young people live in a home that provides a good standard of physical safety and security. This is supported by effective health and safety measures. Monitoring checks and servicing of equipment is undertaken regularly. Young people know what to do if the fire alarm sounds, ensuring they can exit swiftly and calmly in the event of a fire. The arrangements for vetting staff and visitors are sound and ensure that

young people are protected from individuals who might pose a risk to them in 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.

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 that when any young person is placed from outside the county, there is appropriate safeguarding information accessible to staff (Regulation 16 (2)(g))	15/03/2011
17	provide staff with appropriate training on how to respond to any safeguarding concerns. (Regulation 27 (4) (a))	15/03/2011