

Inspection report for children's home

Unique reference number	SC065855
Inspection date	20/03/2012
Inspector	Linda Brown
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	07/12/2011
--------------------------------	------------

© Crown copyright 2012

Website: www.ofsted.gov.uk

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

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 (March 2011)*.

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.

Service information

Brief description of the service

The home provides an intake and assessment service for one particular local authority. It provides short-term care and accommodation for up to three young people who have emotional and/or behavioural difficulties. Following the assessment period, young people move to other placements such as their families; other longer term residential placements or independence.

Progress

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

At the last inspection in December 2011 the overall quality rating for the service was judged as outstanding, with no requirements or recommendations set. Good progress is being made to develop the service and continue to improve the quality of care being provided to young people. The management and staff are totally committed to improving outcomes for young people. They continue to provide structure and boundaries within a safe and caring environment. Although placements at the home are time limited, staff are able to demonstrate significant improvements to the level of challenging behaviour being displayed and as a result provide positive outcomes for young people.

Young people continue to receive a good quality of care from an enthusiastic, experienced and committed staff team. The atmosphere at the home is very relaxed and young people speak really positively of their experiences and the care and support provided by the staff. Young people state that they feel safe at the home and are confident that staff would listen and take seriously any concern they had about anyone or anything. The management and staff have recently received praise from other professionals for the excellent safeguarding work they completed to ensure the protection of vulnerable young people. This involved good multi-agency working with professionals, such as the police.

Young people benefit from living in an environment that is well maintained, comfortable and homely. Several improvements have been made to the décor and furnishings around the home. The lounge has been completely refurbished, the dining room redecorated and new furniture is awaiting delivery. Several other areas of the home have also been improved. Young people take an active role in the choices being made and are able to personalise their rooms to their individual tastes.

Staff continue to develop their knowledge to ensure that they have the skills to care for the individual needs of the young people. Training has been ongoing since the previous inspection in areas, such as, physical intervention, epilepsy, medication and equality and diversity. Training is also planned for the forthcoming year.

Improvements continue to take place to develop young people's knowledge and understanding of equality and diversity. Young people are fully engaged in learning about a range of cultures and beliefs through games, quizzes, displays and celebrations. Young people confirm that their individual needs, to include, cultural, sexual, dietary and religious needs are supported and catered for.

The manager is totally committed to developing the service and improving outcomes for young people. The management of the home will challenge other professionals to ensure that the appropriate service is provided for the young people in their care. Robust and effective internal and external monitoring systems continue to take place and action is immediately taken to address any shortfalls identified. In order to demonstrate the progress being made the manager has produced a progress folder that clearly shows areas of development that have taken place for staff, the environment and to demonstrate improved outcomes for individual young people. This document includes regular consultation with young people. Evidence is available to show that questionnaires are regularly sent to stake holders, for example, social workers and families asking for their views of the service, however, the response from them is poor. The staff do, however, receive a number of letters from young people who have moved on thanking them for the care they received while at the home. One young person wrote 'the home is great place to live if you treat staff with respect they respect you.' A detailed analysis of the home is completed and development plans are compiled for the year. Several areas identified in the development plan have already been implemented.