

Inspection report for children's home

Unique reference number	SC066115
Inspection date	10 February 2010
Inspector	Monica Farrimond
Type of Inspection	Random

Date of last inspection	17 March 2009
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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 outcome for children set out in the Children Act 2004 and relevant National Minimum Standards for the establishment.

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 home provides accommodation for young people of mixed gender. Placements are usually planned for a medium to long term period. However, emergency placements can be considered. There is a facility to educate young people onsite if they are unable to maintain their current school placement. The building is a detached property and provides a good standard of accommodation. It is domestic in appearance and contains all the facilities associated with a domestic dwelling. It is located near to a small town and has easy access to transport, education, leisure and other community facilities.

Summary

This interim unannounced inspection looked at how the home continues to care for the young people accommodated in relation to safeguarding. Being healthy, enjoying and achieving and positive contribution were not looked at. The organisation and management of care at the home is outstanding. Safeguarding the welfare of the young people is a high priority and staff work positively as a team. Young people enjoy living at the home and they are confident that staff will keep them safe. A notable feature is that unauthorised absences, and physical interventions are not a regular occurrence and this is a reflection on the positive caring environment evident at the home.

The overall quality rating is outstanding.

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

Improvements since the last inspection

There were no actions or recommendations made following the last inspection.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

There are sound procedures and good care practices that keep young people safe in the home. Staff demonstrate a strong commitment to preserving the dignity and privacy of young people and they have a very good understanding of safeguarding issues, which ensures that young people are protected from abuse. Training for staff is kept up to date and detailed policies and procedures guide them in their work. Staff are sensitive to gender issues. This helps to ensure that equality and diversity is considered when caring for the young people accommodated.

The service has a well developed complaints procedure and all complaints are responded to promptly. Young people know the complaints procedure and they are confident that any complaint will be taken seriously. The manager has introduced a quality assurance document for young people, parents and social workers; this is to gain the views of all involved with a young person's placement, and to identify any complaints or concerns. This ensures that young people feel that their views and opinions are valued.

Staff are quick to intervene should a bullying situation arise and any issues relating to bullying are handled well, ensuring young people feel safe. Good staffing levels ensure that young

people are well supervised. Individual risk assessments and placement plans allow staff to manage any concerns that might arise between young people. Individual crisis management plans have been introduced by the manager, so that behaviours causing concern can be further highlighted and addressed. There is a clear protocol for staff to follow in the event of an unauthorised absence, which ensures that young people are properly protected.

Relationships between young people and staff are good. Staff have a positive view of the young people they work with. They promote and reward positive behaviour and support young people well, so that they are protected from incidents developing into episodes of challenging behaviour. A 'praise log' has been introduced, whereby staff can record any positive behaviour, with a view to rewarding the young person. The praise and acknowledgement by staff of good behaviour helps to build confidence and self esteem in the young people. All staff are properly trained to diffuse difficult situations. Young people say that the staff are fair in the use of sanctions. Individual risk management and behaviour support plans clearly show how staff will work to promote behaviour that is positive and to lessen the risk of behaviour becoming challenging. Restraints are only ever used as a last resort and in very clearly defined situations. The infrequency of such incidents indicates that the strategies that staff use work well and that young people benefit from the way in which they are cared for.

Health and safety matters are managed well, so that young people benefit from being cared for in an environment that is safe. All staff and young people accommodated have attended training on health and safety, thus promoting the highest possible awareness of hazards to both staff and young people. Risk assessments on the environment and on activities, as well as on individual young people are regularly reviewed so that information is kept up to date and accurate.

The home's procedures for the recruitment and selection of staff are robust. All staff are thoroughly vetted before they are appointed to ensure that they are safe to work with vulnerable children and 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.

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 meets the Care Standards Act 2000, The Childrens Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
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Recommendations

There are no recommendations.