

Inspection report for Children's Home

Unique reference number	SC066120
Inspection date	02/03/2011
Inspector	Simon Morley / Caroline Jones
Type of inspection	Random

Date of last inspection	20/09/2010
--------------------------------	------------

© Crown copyright 2011

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.

You can obtain copies of The Children Act 2004, Every Child Matters and The National Minimum Standards for Children's Services from: The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

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 home is registered to provide care and accommodation for up to five children of either sex from 10 to 17 years old. Children and young people who use the home may have learning disabilities, physical disabilities and emotional and behavioural difficulties.

It is a purpose-built home specifically designed to accommodate children and young people with disabilities. Care is currently organised on a shared basis with some children and young people staying in the home during the week and going home to their families at the weekends. Others spend weekends at the home and live with their families during the week. On this basis the home is managed to provide a service to a higher number of families in need of support.

The home has gardens to the sides and rear where there is a range of outside play equipment that has been fixed onto a soft play surface. There is parking for staff and visitors and external close circuit security cameras in operation for security purposes.

In the home is a kitchen and dining room linked by a serving hatch. There are two lounges, one with a television and one with a music system and books. There is a central play area equipped with a range of toys and equipment. Leading off from this area is a sensory room and a soft playroom. There are six single bedrooms, each having a sink and vanity unit with lockable storage space.

There is a member of waking night staff on duty throughout the night plus a sleep-in staff member. When necessary there are two waking night staff to meet the needs of young people. There is a separate staff sleep-in room and office accommodation.

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 and the national minimum standards relating to the outcome area staying safe were inspected. Recommendations made at the last inspection were also followed up.

This is a good quality service that provides children and young people with a safe and caring environment in which to develop. There is an experienced and competent staff team that work together with parents and professional agencies to promote the safety and wellbeing of young people. As one parent commented, 'I couldn't get anything better, he's come on so much'.

The recommendations from the last inspection have been implemented and no further action is required of the Registered Provider.

Improvements since the last inspection

At the previous inspection the Registered Provider was required to make improvements to the quality of the service. Two recommendations were made and both have been addressed. Written risk assessments are now in place to minimise potential risks to young people. Training records of all staff are maintained within the home to help ensure staff receive necessary training.

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.

Safeguarding responsibilities have a high priority in the home. Young people benefit from a safe environment in which their welfare and development is promoted well. There is consistent, good quality care practice from a staff team who are very knowledgeable about young peoples' individual needs. This is a notable strength of the home.

Staff promote young people's right to privacy and dignity through sensitive and caring practices. A choice of bathrooms are available to meet the individual needs of all young people with curtain screens and door signs to protect young people's dignity. Young people have their own bedrooms with door locks that can be overridden in case of an emergency; furthermore staff gain permission before entering. All documentation is securely stored and young people have easy access to a private telephone. Staff work in partnership with parents to ensure short breaks are individualised, personal, and afford value and respect to young people.

Information about the complaints process is available in differing communication forms to maximise its use by young people. Additional information about the home is provided to parents when a placement is agreed. The only complaint made since the last inspection has been successfully resolved and led to improved practice. Staff use creative and imaginative methods of consultation with young people to gain their views and ideas to improve the service.

Safeguarding procedures have been recently improved to provide clear guidance to staff on how they should respond to any incident or disclosure of abuse. Staff receive safeguarding training and have a good knowledge of how to put this in to practice. An established and experienced staff team allows for good relationships with young people. This provides the opportunity for staff to act promptly if concerns arise in

respect of bullying or abusive behaviours, minimising potential risks. Staff are aware of the procedures to follow if people go missing from home, however there have been no absences to date.

Staff receive guidance and training in positive behaviour management strategies and have an excellent knowledge of young people's individual needs. Care plans, comprehensive risk assessments and excellent communication between staff provide robust mechanisms for supporting each young person's individual needs effectively and safely. Young people are helped to develop positive behaviour through the fostering of good relationships with staff and the emphasis upon praise and encouragement. Sanctions and physical intervention are not used within the home, however staff are trained to intervene as a last resort only. These positive practices encourage the social development of young people which is seen in the improvements in their behaviour. As one parent commented: 'He has developed so much since coming here'.

Young people benefit from health and safety being a priority, ensuring a safe, clean and secure environment. Staff carry out routine health and safety checks around the premises and safety and insurance certificates are up to date and displayed. Regular fire drills take place to ensure young people and staff are aware of an emergency evacuation route in the event of a fire. Keypad locks are situated in the home and visitors are checked before entry to protect vulnerable young people from potential abusers.

A rigorous recruitment process, including Criminal Records Bureau and reference checks, is undertaken before any appointment of staff is made. Staff are subject to an induction process and probationary period of work to ensure their suitability to work with vulnerable 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.