

Inspection report for children's home

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Inspection date	11/11/2013
Inspector	Jo Stephenson
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	14/05/2013
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Service information

Brief description of the service

The home provides short-term care and accommodation for up to three young people with emotional and/or behavioural difficulties. It is operated and managed by a private organisation, in partnership with a local authority.

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.

Progress

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

The home was judged as good at the last full inspection in May 2013 and no requirements or recommendations were made. Since that time the children's home has demonstrated continued improvements in the quality of care and outcomes for young people. For example, Regulation 34 monitoring systems have been adapted to better reflect consultation with young people, their families and the placing authority. As a result, young people are more involved in the development of the home.

The Registered Manager has strengthened professional relationships with the placing authority. Staff work with allocated social workers to identify the specific care needs and vulnerabilities of young people. These are assimilated into internal assessment records and are compatible with statutory placement plans. This means that young people benefit from an integrated approach to meeting their needs. Internal assessment documents reflect the complex and challenging behaviours displayed by young people and detail interventions to reduce these risks. For example, missing from home risk assessments highlight antecedents to this behaviour. In particular, staff complete detailed one-to-one sessions with young people to discuss reasons for these events. As a result, missing from home episodes continue to reduce because

staff work with families and community police officers to ensure all actions are taken to safeguard young people when they are absent from the home.

Young people are safe and feel safe in the home. They enjoy extremely positive relationships with staff and are involved in decisions about their care and the development of the home. Young people regularly participate in sessions with staff to discuss their care, future accommodation options and the progress they are making. Personalised reward and incentive charts are used to encourage young people to manage their behaviour, identify their own goals and targets, and celebrate their successes. This means that young people experience increased self-esteem and self-confidence. Progress made by young people is recorded and monitored through internal assessment records completed on behalf of the placing authority. Subsequently, young people are provided with a comprehensive record of their development.

Young people say they understand how to make a complaint. Complaints are rare, although records are thorough and detailed. They demonstrate how and when young people receive feedback on the issues they raise, and if they are content with actions taken to resolve their complaint. As a result, young people are confident that their concerns will be addressed because complaints procedures are transparent and robust.

Effective relationships with external services ensure that the physical and emotional health needs of young people are met. For example, the Registered Manager has established improved protocols between the home and allocated health services for looked after young people. As a result, young people with specific health needs access the services they require, without delay. This promotes young people's health and well-being.

Partnerships between the home and young people's education provisions are professional and effective. Staff appropriately challenge barriers to education and negotiate with school placements to support young people to improve their attendance. For example, staff work with teachers to amend timetables to include more vocational lessons that reflect the personal ambitions of young people. Because of this, young people experience success in school and develop an appreciation of the importance of continuing with their learning.

The home is well managed and has a clear agenda of improvement that focuses on better outcomes for children. Staff are well supported in their role and receive regular and effective supervision. This assists them to review their practice and further develop their knowledge and skills. Training programmes are regularly reviewed and updated to reflect the current needs of young people. As a result, young people benefit from a staff team who are skilled, competent and able to provide effective care.

The Registered Manager ensures that comprehensive and detailed environmental and activity risk assessments are in place to keep young people safe. Fire safety is

actively promoted and all young people know how to safely evacuate the home in the event of fire. Furthermore, the physical environment is safely maintained.

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*.