

Inspection report for Children's Home

Unique reference number	SC066393
Inspection date	08/09/2010
Inspector	Jacqui Gosling
Type of inspection	Random

Date of last inspection	04/03/2010
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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 one of a group of homes operated by the same organisation as part of a tendering contract with a local council. Accommodation is provided for up to three young people between the ages of 12 and 16. Placements are long term. Currently, three young people are living at the home.

The home is a three-bedded unit in a large converted semi-detached residential property. The ground floor comprises of a lounge, dining room, kitchen, conservatory, staff office and toilet. There is a medium sized rear garden. The first floor has three bedrooms for children, a bathroom and a staff sleeping-in room.

The home is situated within walking distance of local shops. There are local bus routes to allow easy access to nearest city and surrounding areas.

Summary

The overall quality rating is outstanding.

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

This was an unannounced interim inspection. No requirements were made during the last inspection. Therefore, outcome areas of being healthy; enjoying and achieving; making a positive contribution; economic wellbeing and organisation were not looked at. Standards in relation to staying safe were inspected. One young person participated in the inspection.

The overall quality rating for the home remains outstanding, with no actions or recommendations being made as a result of this inspection. Each young person is receiving a focused level of care and support that successfully promotes their personal safety and welfare.

Improvements since the last inspection

No actions or recommendations were made following the last inspection that took place in March 2010.

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.

The home has robust policies and procedures, which effectively keep young people and staff safe.

Staff respect young people's privacy and confidentiality. They have access to comprehensive policies in respect of maintaining young people's privacy and confidentiality. Records are stored securely and information is only shared with those people who need to know the information to ensure the safety of young people and others. There are clear procedures and guidance for staff to follow if they need to search a young person's room to ensure their safety.

Young people are encouraged to raise issues with staff or the manager if they have any concerns regarding the care they receive. Some young people say they are provided with information about how to make a complaint when they first arrive at the home. They have access to an independent advocate. Records confirm that complaints have been appropriately resolved within the designated timescales and the resolution, with young people's comments, has been appropriately recorded. The home has developed a system of recording concerns and complaints made by young people in a confidential way. This enables complaints to be tracked effectively and encourages young people to comment and contribute throughout the recording and investigation process.

The home's effective child protection policies and procedures ensure that all young people and staff are kept safe. Staff receive excellent training and an external provider works in partnership with the home to enhance and develop their knowledge and awareness of child protection matters. Young people are protected because staff recognise and fully understand their role in child protection. Staff ensure that risk assessments of young people's behaviours and activities are in place and that they are regularly reviewed and updated to ensure that young people remain safe. Staff ensure that the whereabouts of young people is consistently monitored to promote the safety of everyone. Young people say 'they feel safe living here'.

Young people are protected from bullying. Staff are proactive in creating a culture within the home that does not tolerate bullying. The home has a countering bullying policy in place and anti-bullying statements are posted on notice boards around the house. Young people discuss issues around bullying at regular meetings and agree on acceptable behaviour. Young people are aware bullying behaviour will not be tolerated.

There is a robust protocol for managing unauthorised absences to keep young people safe. Staff encourage young people to let them know where they will be when they leave the home and keep in touch with them by phone if they are away. Individual risk assessments identify the specific issues in relation to unauthorised absences, which staff need to consider. If a young person goes missing, staff work

closely with police and other agencies, to ensure the safe return of the young person to the home. Records of unauthorised absences are kept appropriately and monitored by the manager

There is a strong emphasis in the home on recognising and rewarding positive behaviour and effort. Staff develop positive relationships with young people and help them to learn to manage their own behaviour in a way that is socially acceptable. Staff are trained to manage challenging behaviour, including the use of restraint. There have been no incidents of physical restraint in the home since the last inspection, which indicates that staff are successful in the positive way that they work with young people.

The home has developed procedures to assess and minimise any health and safety risks identified to keep young people and staff safe. There are risk assessments for all aspects of the safety of the premises and grounds, the potential behaviour of young people and their activities. These assessments are regularly reviewed and amended where necessary. Equipment and installations are serviced regularly and there are regular fire safety tests. The records kept in the home show that fire drills are undertaken in excess of requirements to ensure that staff and young people are aware how to safely evacuate the property. The required certificates of insurance and public and employer liability are appropriately displayed in the home. Visitors to the home are shown the fire exits upon arrival. This is good practice.

There are highly effective procedures for the recruitment and selection of staff. These ensure that all staff are thoroughly vetted before they start work. The identity of all visitors to the home is checked before they are allowed in. These robust systems protect young people, as they ensure that unauthorised individuals are not able to gain access to the home. All visitors to the home are monitored and required to provide evidence of their identity and to sign a visitor's book.

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.