

Inspection report for children's home

Unique reference number	SC066458
Inspection date	20 November 2009
Inspector	Robert Curr
Type of Inspection	Random

Date of last inspection	28 July 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 setting provides up to three long term placements for young people aged from 11 to 17 years old. The accommodation consists of three single bedrooms. There are spacious communal areas for eating, studying and relaxing.

The home is in a residential area, approximately five miles from the town centre and is close to public transport. One of the main aims of the setting is to provide a warm, safe, stable and nurturing environment.

Summary

This was an unannounced interim inspection. Matters looked at during this visit relate to the outcome of staying safe and recommendations made at the last inspection. Details of the previous recommendations are outlined in the improvement section of this report.

The outcome area of staying safe is met and staff have a very good understanding about keeping young people safe from harm. Young people's privacy and confidentiality is respected by staff. Good systems exist for young people to be supported to raise any issue or concern they may have about their support. However, not all staff have undertaken a fire drill practice.

The organisation's aim to have the appropriate number of staff holding a National Vocational Qualification must be maintained and the registered manager must gain a relevant qualification to manage the setting.

The overall quality rating is good.

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

Improvements since the last inspection

At the last inspection the registered person was asked to take action in relation to an aspect of staying safe and organisation. This included the repair of a fire door, record keeping and staff training.

The faulty fire door has been repaired and although progress has been made in relation to staff training, National Vocational Qualification ratios do not meet current standards.

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.

Young people's privacy and confidentiality is well regarded. For example, young people have individual bedrooms and access to a telephone in the home that can be used without reference to staff.

Young people are made aware of the home's complaints procedure and have details of individuals and agencies they can contact if they are unhappy about any aspect of their care at the home.

This includes good access to persons independent of the home. Staff have a good understanding about countering bullying and confirm there is no bullying in the home.

Staff take all reasonable steps to keep young people safe from harm and know how to respond in the event of an allegation or serious concern about a young person's safety. Safeguarding training helps staff to protect the welfare of young people. Missing from home procedures are known to staff who implement these as necessary.

Young people receive care from staff who are trained and understand the need to encourage good behaviour through the use of restorative practices. This also includes techniques to manage challenging behaviour and the appropriate use of physical intervention. However, these incidents are not recorded in a bound book.

The home environment is well-maintained and systems are in place to ensure health and safety checks are carried out. Regular fire drills take place and checks on fire fighting equipment are up to date. There are members of staff that have not undertaken a fire drill practice at the recommended frequency. This could compromise the health and safety of the young people residing at the home. The manager committed to these members of staff taking part in a fire drill practice on or before their next duty. However, records indicated that the young people resident are routinely involved in fire drills which adds to their safety.

Staff confirm the home's recruitment policy is followed for the employment of all who work in the home. Staff have relevant checks prior to working in the home, to ensure they are suitable to work with 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 good.

Young people benefit from being supported by an established team of staff. There are a number of staff who have successfully completed the National Vocational Qualification at level 3 in Caring for Children and Young People. There are other members of staff that are currently undertaking this award. This means that the qualification recommendation is not met.

The manager has yet to achieve the qualification standard required for the position as registered manager of the home. Although the manager is qualified to NVQ at level 3 in Caring for Children and Young People, he does not have NVQ at level 4 or a suitable management qualification for his position.

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
26	ensure that the identified staff undertake a fire drill practice on or before their next duty (Regulation 32)	20 November 2009
34	ensure that the registered manager has the necessary qualifications for managing the home. (Regulation 8)	31 March 2010

Recommendations

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- ensure that measures of control and discipline are recorded in a bound and numbered book (NMS 22)
- ensure a minimum ratio of 80% of all care staff complete an National Vocational Qualification level 3 in Caring for Children and Young People or an equivalent. (NMS 29)