

Inspection report for Children's Home

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Inspector	Debbie Foster
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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 children's home provides a responsive residential short-break service for young people with severe learning disabilities, some of whom have complex and challenging behaviours. A shared care service is also available. In an emergency, they provide short-term residential care to young people whose families require support. Young people continue to attend school for education during their stays.

The home provides individual bedrooms for young people. Facilities in the home also include two lounges, a dining room, ball pool, sensory room and computer room. There is a garden area and parking facilities are available.

Summary

The overall quality rating is good.

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

This was an unannounced full inspection focusing upon 25 key national minimum standards (NMS) under the Every Child Matters outcomes for children and young people. The five recommendations made at the last inspection have been checked to see if they have been implemented.

Young people were present during the inspection and the inspector spoke with two parents.

The home continues to provide a good level of care to young people. Young people are well looked after and enjoy their stay in the home. The staff demonstrate a very good understanding of the young people's individual care needs and parents confirm this.

Keeping young people safe from harm is given high importance. Strong safety measures and strategies exist to keep young people safe. The young people benefit from good staffing levels, which assists in supporting young people well. All staff receive mandatory training in safety areas with periodic refreshers which again aids them in keeping young people safe.

Improvements since the last inspection

The registered person has made the following improvements in being healthy, staying safe, positive contribution and economic well-being. The menu has been reviewed to give a varied and balanced diet. These also include the suggestions from young people about the food they would like to eat. All staff have received fire instruction in line with the home's policy and procedures. The daily recordings for

each young person evidence the care and support young people receive to achieve the care plan aims. These clearly show the progress young people are making. The home has further improved consulting with young people.

The following recommendation has not been implemented in full. Not all pathway plans are up to date or detail services and resources in place to meet the needs for young people when leaving the service. They do not all include contingency plans for young people in line with the national minimum 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 are supported with personal care in a dignified way and privacy is given when needed. The young people can choose to spend time alone if they so wish and have their own bedrooms during their stay. Records are securely stored and staff demonstrate a clear understanding of confidentiality. This ensures young people's privacy is respected and information confidentially handled.

A number of compliments have been made about the good care and support young people receive from the staff. These have been made by parents, social work staff and other professionals. Concerns and complaints made are taken seriously. The staff are aware of the complaints policy and procedure. Young people and their parents are made aware on how to make a complaint. No complaints have been made since the last inspection. When complaints are made the records show that prompt action is taken and the full outcome for the complaint is recorded in line with the regulation.

All staff have undertaken safeguarding training and they demonstrate an understanding of the procedures well. The procedures are detailed and available for staff to refer to and use. Therefore, staff demonstrate their responsibilities to protect children from harm and they promote the children's welfare.

There is no bullying in the home. The staff understand what issues there may be and put appropriate strategies in place to protect young people. High staffing levels assist in monitoring young people closely and appropriate support is given when required. There is a child-friendly anti-bullying policy and this has been developed with involving children. The staff talk and explain to young people about unacceptable behaviour.

The safety of young people is of high priority. There are clear policies and procedures to follow if children are absent without authority. Staff are aware of the

appropriate measures to take and the records to maintain in the event of a young person being absent without authority. No such incidents have occurred since the last inspection.

The ethos of the home is to focus on the positive behaviour of young people and continues to be a high priority in the home. The staff promote and encourage positive behaviour consistently, through a range of measures. Part of the approach to caring for young people is to have clear boundaries and positively reinforce good behaviour. Staff receive training in the use of behaviour management techniques and receive annual refresher training in this area. Good relationships exist between staff and young people. Records indicate that there has been one incident where a sanction has been given to young people since the last inspection. The sanctions made are agreed with parents and appropriate to the child's understanding and the behaviour presented.

There have been ten incidents where young people have needed to be restrained for their own safety or to protect the safety of others. The reviewing and updating of individual behaviour management plans for young people has assisted staff in supporting young people more positively and consistently with their individual needs and behaviour. Staff explain the high importance they give to keeping young people safe. This is demonstrated through the practices and support from staff. For example, there are risk assessments in place, which cover the relevant areas, and detail the supporting safety measures for staff to follow. These have precautions to be taken to reduce the risks identified for individual young people to assist in keeping them safe. The risk assessments have been reviewed on a regular basis and updated where required.

Regular monitoring of health and safety areas within the home takes place. The fire records indicate that weekly checks on the system and appropriate staff fire instruction and training have been undertaken. Fire drills have been conducted on a regular basis and involve the young people and staff. All staff have received fire instruction in the last six months.

Staff recruitment files have not been checked on this inspection as they are held at the human resources department. Previous inspections undertaken in this area have found that rigorous checks are undertaken to ensure staff are suitable to work with children. The recruitment files will be checked on the next inspection.

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?

Recommendations

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

- ensure that pathway plans are up to date, detail services and resources in place to meet the needs for young people when leaving the service. Pathway plans should include contingency plans for young people in line with the national minimum standards.(NMS 6)