

Inspection report for Children's Home

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Inspector	Chris Scully
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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 provides therapeutic residential care on a medium to long-term basis. It can accommodate two children and young people of either gender from the age of eight up to 18 years who display varying degrees of emotional or behavioural difficulties. The home is a normal domestic property within easy walking distance of local amenities. There are good public transport links and the home also has its own vehicle.

The organisation has its own school for children and young people whose needs cannot be met within mainstream education at this time. Children and young people enjoy high levels of support in school and they are able to access the National Curriculum. Therapists provide the third main part of the service. Children and young people are encouraged to engage in activities that address previously unmet developmental needs, promote their self-esteem and enable them to experience success and achievement.

There is currently one young person in residence.

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 which considered all of the key standards in staying safe. The other outcomes having all been judged as good with enjoying and achieving as outstanding at the last inspection in November 2010. The young person was present during the inspection.

This is a good service. The young person is relaxed and comfortable in their home and enjoys a positive relationship with staff. Staff have a secure understanding of the young person's vulnerabilities and instigate effective procedures to keep them safe from harm. Staff respond positively to challenging behaviours, which means they effectively de-escalate the behaviours which has good outcomes for young people. There are no actions or recommendations arising from this inspection.

Improvements since the last inspection

Following the last inspection one action relating to the storage and recording of medication and four recommendations regarding; maintenance, supervision, restraints and sanctions and emergency evacuation procedures were raised.

The home has revised the recording of medication to ensure it is clear on the dosage required. Pharmacy checks have been instigated to ensure the number of tablets received into the home are correct and discussions have been held with staff

regarding the storage and administration of medication procedures. Thus, improving upon the safekeeping, handling and administration of medication.

The home has ensured that all outstanding repairs within the home have been addressed, which has improved upon the homely environment. The recording of sanctions and physical restraints now contain all the necessary information. All staff now receive one and a half hours supervision a month. The fire evacuation procedure has been revised and staff are aware of the action to take should a young person refuse to leave the premises. This has improved upon the safety and well-being of the young people.

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 is respected and information is confidentially handled. Records relating to young people are securely stored in the office. Young people benefit from effective procedures for investigating complaints. There have been no formal complaints since the last inspection. One entry in the 'moans and groans' book was handled sensitively by staff that acknowledge the young persons concern and gave a clear explanation as to why this had occurred. This means young people are provided with reassurances as to why different staff were on duty that day. This also provided an opportunity for staff to discuss with the young person, that whilst they will endeavour to meet their wishes, on some occasions this may not be possible.

Young people benefit from effective safeguarding arrangements. Staff are acutely aware of the young person's vulnerabilities and are vigilant in their observations of their behaviour. This means staff are responsive to the young person's needs and are able to protect them from harm. Staff have a secure understanding of the safeguarding procedures, which means they are able to respond quickly to a situation and secure the appropriate support for a young person. There are no issues of bullying. However, staff are very aware of the potential for this and talk to the young person about how to keep themselves safe. There has been one incident of a young person missing from the home following a contact visit. Staff effectively supported the young person and after a period at home with their family was warmly welcomed back by staff. Staff kept in constant contact with the young person during this time to ensure they remained safe. Staff ensure that the appropriate persons are alerted when a young person is missing.

Young people benefit from a calm and consistent approach to behaviour management. This means young people are provided with time and effective support

to work through their issues. For example, young people talking to other staff via telephone, as they feel more comfortable with this and choosing to have some time out on their own in their room. This means young people are able to consider their behaviour and come to some resolutions about how to deal with their feelings. Issues relating to behaviour are discussed during key worker sessions with the young person and during young people's meetings. This enables them to talk about their feeling in a non threatening manner and consider how their behaviour impacts upon themselves and others. For example, identifying that the reason they were swearing at staff was because they felt stressed. Sanctions and physical interventions are used sparingly and are appropriately recorded. The use of positive sanctions continues to have an effective impact upon young people's self-esteem.

Young people are protected by effective health and safety providers, which are monitored regularly by the deputy manager. New checklists for the outside areas has improved upon their appearance and safety. Fire drills are carried out on a regular basis and all fire detection equipment is checked on a regular basis. Individual risk assessments are carried out thoroughly to ensure the ongoing safety and well-being of the young person. There are effective procedures in place to ensure staff are thoroughly checked. Visitors to the home are vetted to ensure the safety of the young person.

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.