

Inspection report for children's home

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Inspection date	28 July 2010
Inspector	Julia Toller
Type of Inspection	Random

Date of last inspection	24 February 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 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

The home provides care for up to four young people aged 10 to 17 years, who may experience emotional and behavioural difficulties.

This is a large terraced house over three floors, situated in a residential area. The communal areas consist of a lounge, activity room and kitchen with a dining area. A utility room is situated off the kitchen. The bedrooms, all of which are single, are situated on the first and second floor; a bathroom fitted with a bath and shower is available on the first floor of the home. There is also an office, staff sleep-in facilities and a garden to the rear of the home.

There is a good public transport system with buses and a local railway station nearby. Shops, schools, cinemas and other leisure facilities are within easy reach of the home.

Summary

At this unannounced interim inspection, all key standards were not inspected, the inspection focussed on how the service has addressed the actions and recommendations made at the last key inspection. Additionally the outcome area of staying safe was fully assessed along with a specific aspect of organisation. This is an inadequate service overall.

Two members of staff and two young people spoke to the inspector during the inspection.

Young people are afforded a range of facilities and opportunities to encourage and support a healthy lifestyle, to develop their life skills and to reach good outcomes from education.

Although young people benefit from positive relationships with staff, safeguarding procedures are not being adhered to and this is placing young people and staff at risk. Poor recruitment procedures are also placing young people at risk as there are inadequate records of which staff are on duty on a daily basis.

The overall quality rating is inadequate.

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

Improvements since the last inspection

Two actions were made at the last inspection regarding the notification of incidents at the home to Ofsted and the completion of fire drills at the required intervals.

Fire drills have been carried out at the required intervals at various times of the day and evenings and include staff and young people accommodated at the home.

This inspection has shown that the home has not notified Ofsted of two serious incidents at the home. This does not help in safeguarding young people or staff. This issue will therefore be monitored further at future inspections.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is inadequate.

Staff respect young people's privacy and confidentiality in a way that is consistent with good parenting. Young people can make and receive telephone calls in private and are given space and time to be alone when they wish.

There is a system for the recording of complaints at the home. However, records are not always completed and complaints are not being addressed in a timely fashion. This does not fully safeguard young people or staff at the home. In addition, where there are allegations involved or safeguarding issues, the home has not notified Ofsted of these incidents in line with Regulations.

Staff do not always carry out their roles and responsibilities to promote and safeguard young people's welfare. Although they have received training in how to safeguard young people, including recognising the signs and symptoms of abuse, staff said that they are not fully aware of the safeguarding procedures to be followed.

Staff provide a good level of supervision for young people, based on their age and understanding, to make sure they are safe in the home and in the community. They give young people good advice about personal safety.

Bullying is not tolerated at the home, staff do however remain vigilant to the possibility of it taking place between specific young people. This is addressed within risk assessments and staff are aware of the need to monitor the welfare of young people in their care.

Risk assessments are in place in line with individual placement plans, these address the specific high risk behaviours of young people to ensure their safety and well-being, by minimising risks.

Staff reassure young people when they are upset and help them deal with their anxieties and frustrations. Staff do not condone unacceptable behaviour. Staff say that they prefer to offer incentives to encourage positive behaviours rather than placing sanctions on young people. This helps young people to achieve and experience positive outcomes.

Not all the staff have been trained in how to physically restrain young people in their care. This does not fully safeguard young people or staff. When young people are restrained, records are not completed in line with regulations.

There is a fire safety risk assessment at the home. This, alongside regular checks of the fire alarm system, help to make the home a safe place for young people to live in.

Staff have started work at the home before the required Criminal Record Bureau checks and recruitment procedures have been completed. This places young people at risk.

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 inadequate.

Records such as rotas and the daily log book do not provide satisfactory evidence that there are sufficient numbers of staff on duty on a daily basis who are suitably qualified and experienced to meet the needs of the children accommodated.

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 Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider must comply with the given timescales.

Standard	Action	Due date
28	ensure that all persons working at the home receive appropriate training and supervision, specifically training in safeguarding procedures and the physical restraint of young people (Reg 27 (4))	31 August 2010
17	ensure that a prompt referral is made to the local authority that the children's home is situated in of any allegation of abuse or neglect affecting any child accommodated at the home (Reg 16 (2) (b))	30 July 2010
27	ensure that persons working at the home are fit to do so and that all necessary recruitment checks are completed prior to their start of employment (Reg 26 (1) a)	30 August 2010
22	ensure that within 24 hours of the use of any measure of control, restraint or discipline in the children's home a written record is made in a volume kept for that purpose (Reg 17 (4) (a-g))	6 August 2010
16	ensure that a written record is made of any complaint made, the action taken in response and the outcome of the investigation (Reg 24 (5))	6 August 2010
20	ensure that where any of the events listed in Schedule 5 of the Children's Homes Regulations 2001 takes place the registered person shall without delay notify Ofsted of the event (Reg 30 (3))	6 August 2010
30	ensure that the records specified in Schedule 4 of the Children's Homes Regulations 2001 are maintained and kept up to date. In particular that the staff duty rota and daily log book are an accurate record of those working on each shift at the home (Reg 29 (1))	6 August 2010

30	ensure that there is at all times, having regard to the size of the children's home, the Statement of Purpose and the number and needs of young people accommodated there, a sufficient number of suitably qualified, competent and experienced people. (Reg 25 (1) (a))	22 August 2010
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Recommendations

There are no recommendations.