

Inspection report for children's home

---

|                                |                 |
|--------------------------------|-----------------|
| <b>Unique reference number</b> | SC069176        |
| <b>Inspection date</b>         | 3 November 2009 |
| <b>Inspector</b>               | Sue Winson      |
| <b>Type of Inspection</b>      | Random          |

---

|                                |             |
|--------------------------------|-------------|
| <b>Date of last inspection</b> | 13 May 2009 |
|--------------------------------|-------------|

---

© Crown copyright 2009

Website: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

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 Cripins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: [www.tso.co.uk/bookshop](http://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 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 home is a semi detached house in its own grounds situated on a quiet residential road with access to local shops, schools, public transport and leisure facilities. The service provides care and accommodation for up to four young people of either gender aged from eight to 15 years. There is a focus on meeting the needs of children and young people with behavioural and emotional difficulties through holistic care planning and individual support. The home works together with parents, professionals and external services to meet the needs of young people.

### **Summary**

This is a good services where the manager and staff are focussed on providing individualised care in line with the assessed needs of individual young people. Effective care planning benefits the young people who are encouraged to be involved in decision making. They are safeguarded by the home's policies and practices and receive external services to meet their needs. The home is well managed and well organised. Staff are involved in the improvement agenda and work co-operatively to provide consistency of care. This is a child focussed service where young people know that staff are concerned about their welfare and want them to achieve their potential. No actions or recommendations have been made as a result of this inspection.

The overall quality rating is good.

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

### **Improvements since the last inspection**

The manager has acted on the 2 recommendations made at the last inspection. She has gained a management qualification relevant to working with children. The format of the manager's monthly monitoring has changed and now demonstrates that her auditing and scrutiny of records meets national minimum standards (NMS).

### **Helping children to be healthy**

The provision is good.

Young people enjoy healthy and nutritious meals and are involved in shopping and cooking. Their individual diets are monitored and they are involved in compiling menus which reflect their cultural and religious choices. Meals are routinely taken at table and are social occasions.

Comprehensive placement plans are compiled and updated on a regular basis. These include young people's physical and emotional health needs and outline in detail how they will be met. Information from placing authorities and parents inform these plans and all the young people have regular dental and optical check ups. Staff are clear about their role in health promotion and know about specialist services and agencies in the area. The company has access to a clinical psychologist who works with young people and also provides advice and training to staff. Records of accidents demonstrate that appropriate action is taken in response.

Young people are safeguarded by the home's policies and practices for the administration of medication. Staff are appropriately trained and medication is securely stored. Permission for medical treatment has been obtained.

## **Protecting children from harm or neglect and helping them stay safe**

The provision is good.

Young people's privacy is respected and confidential information is safely stored. Staff knock on bedroom doors and await permission before entering. Young people are able to make telephone calls or see visitors in private.

The welfare of young people is promoted and safeguarded through the home's policies and practices in respect of complaint, missing from home and bullying. Young people know of a range of people they can complain to and contact numbers are available to them. They are informed of their rights to complain on admission when they also receive a "Have Your Say" form. There have been no complaints or safeguarding issues since the last inspection. Staff are alert to the possibility of bullying and young people expressed confidence that any issues would be dealt with. Full records are kept when young people are missing from home and they are always seen by someone independent of the home on their return. Placement plans address how young people will be kept safe and staff speak with them about safety issues on a regular basis. Staff are trained and have updates on safeguarding.

Positive behaviour management is based on encouragement and praise and a reward system is in place which the young people like and respond to positively. Young people are involved in identifying a small number of areas they need to work on or develop and they also choose their own rewards. These are reviewed each week. As a result there are few sanctions, which are reasonable, and there have been no incidents of physical intervention. It is evident that staff communicate well and provide a consistent approach which benefits the young people.

The home provides physical security and safety, regular fire drills and checks are carried out. Gas and electrical checks are up-to-date as is the home's insurance. A wide range of detailed risk assessments are compiled, which include risk management planning, and which serve to safeguard the young people. These are updated monthly or following any changes in risks.

There have been no new staff employed in the home since the last inspection. Previous inspections have found that systems for staff selection protect young people. The manager has a system in place for monitoring when Criminal Record Bureau checks need to be renewed after three years, in line with the home's policy. A visitors book is in use.

## **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.

The promotion of equality and diversity is good. Placement plans reflect the holistic support young people receive. Young people are guided by staff to access resources in the community

to meet their needs. They are fully involved in care planning and in decision making in the home. They were confident that staff would respond positively to reasonable requests.

The home has a statement of purpose which outlines the services provided. The young persons guide meets regulations and is in appropriate language for the young people resident.

There is a stable staff group who have a range of skills and experience and who are focussed on meeting the needs of the young people and achieving positive outcomes. Bank staff employed by the company provide any necessary cover and they are known to the young people. All permanent staff have gained National Vocational Qualifications (NVQ's) in the care of children and young people and bank staff have been enrolled. Staff receive training to meet NMS and are well supported and supervised. Team meetings take place and include discussion about the needs of the young people. Staff feel valued and were complimentary about the manager's leadership. It is evident that the staff team are well managed, communicate well and are committed to improvements.

The home is well managed, organised and monitored. The manager has gained NVQ4 in leadership and management and suitable arrangements are in place for her professional supervision. She signs all records and compiles monthly auditing reports. She also monitors through staff supervision and direct observation. Action is taken to remedy any issues which arise in the Regulations 33 reports which are completed each month. A development plan is in place which outlines future developments.

The home is well organised and efficiently run. Young people's files and records are well ordered and information is easy to access. Clear and factual recording reflects their progress.

## **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 |
|----------|--------|----------|
|----------|--------|----------|

### **Recommendations**

There are no recommendations.