

Inspection report for children's home

Unique reference number	SC069474
Inspection date	25 January 2010
Inspector	Liz Driver
Type of Inspection	Random

Date of last inspection	10 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 is a family sized home, which provides accommodation and care for up to two young people who have experienced emotional and behavioural difficulties. A private company owns and operates this setting. The house has, on the ground floor, a lounge, a kitchen and breakfast room, computer room and toilet. Bedrooms and a bathroom and shower room are on the first floor. There is a small garden to the rear of the property.

Summary

This interim inspection was unannounced taking place on a weekday. The one action and four recommendations resulting from the last inspection were followed up and found to be met. No actions or recommendations were made as a result of this inspection. Staying safe was addressed plus other national minimum standards in enjoying and achieving, economic wellbeing and organisation.

Young people live in a home that has seen a change in management and staff team. The changes have resulted in some good outcomes for young people that staff have been committed in achieving. The new staff team are fully committed to ensuring young people receive the best possible care. Robust policies and procedures support the day to day practice that is of a very good standard. The experienced and committed staff team ensures consistency of care for young people. Outcomes for young people are positive with real improvements seen, especially in behaviour management and education. Education attendance levels are very good. The setting is well maintained and homely with an active programme of redecoration and renewal of furnishings and fixtures. Procedures are in place to ensure young people are kept safe both in and out of the home.

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 setting was asked to ensure all looked after children's legal paperwork is in place. This has been addressed although some paperwork continues to be late from placing authorities, despite the setting chasing it up.

The four recommendations made have also been addressed; the medicines policy has been updated, there is an on going programme of redecorating and renewal of furnishings and fixtures and the sanctions policy clearly identifies permissible sanctions. The introduction of a designated child protection log is currently being discussed at senior management level, although current practice in recording referrals remains good.

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.

Systems operated in the home ensure that the young people are kept safe and that their wellbeing is promoted.

Young people are given privacy and respect by staff who are very aware of the need for confidentiality.

The home has suitable policies and procedures in place relating to confidentiality with all confidential information kept securely in the office.

There is a clear complaints process which the young people are made aware of when they first come to the home. Any complaint made is acknowledged and a record kept on how it is resolved. Complaints made by neighbours regarding car parking issues have been addressed quickly and effectively by the manager.

Young people are cared for by staff who receive appropriate training in safeguarding, including the home's and local authority's protocols in identifying and responding to child protection concerns or allegations. Staff are very aware of the company's whistle blowing policy but to date it has not been activated.

The home has a clear policy in place with regards to bullying that states a zero tolerance approach. The young people are made aware of this when they come to the home and any incidents between young people are discussed with them. The staff are very aware of group dynamics in the home and provide very high levels of support and supervision to ensure that the young people are safe.

The home has a very clear policy in place with regards to young people going missing. Individualised protocols ensure that the correct agencies are informed if a young person goes missing. Young people are made aware of the consequences of leaving the home without permission or not returning at an agreed time. The home's monitoring and response to individual young people is very good with a consistent response by staff.

Each young person has an extremely comprehensive behaviour management plan (BMP) in place which outlines what support they need and what may trigger distressed and challenging behaviour. Additionally, sanctions are also outlined in the BMP and these are known by the young people. Sanctions are clearly recorded and appropriate. The manager monitors the sanction log to ensure that the sanctions imposed are appropriate. All the staff receive training in the method of restraint used by the organisation which operates the home. The current manager is also the company's trainer for physical intervention methods. Staff work very hard to engage young people in addressing their individual behaviours with good outcomes seen over the last few months. The number of physical restraints carried out is extremely low; only one since the last inspection.

The home has updated risk assessments for all aspects of safety of the premises including fire and activities. There are regular fire drills carried out in the home that staff and young people participate in. Internal checks are carried out on a weekly, monthly or three monthly basis. The home has a comprehensive fire risk assessment in place.

The organisation which owns the home has a robust recruitment process which ensures that all members of staff have the necessary checks carried out on them prior to commencing employment. This includes a criminal records bureau check.

Helping children achieve well and enjoy what they do

The provision is good.

The staff work hard to ensure each young person has the opportunity to attend an educational placement. Staff liaise closely with local education departments and arrange meetings to prepare individual education plans and personal education plans. The home has an ethos where education is highly valued and young people are encouraged to take advantage of the support and opportunities given to them. Current young people are engaging very well in education with very good attendance levels.

Helping children make a positive contribution

The provision is not judged.

Achieving economic wellbeing

The provision is good.

The home provides a good standard of accommodation throughout. It presents as clean, homely and warm. There is a clear programme of on-going redecoration and renewal of furnishings and fixtures. New carpets have been laid throughout the house since the last inspection. Young people can personalise their rooms and choose the décor to their tastes. There is a decked garden area for young people to enjoy.

Organisation

The organisation is good.

Since the last inspection there has been a change in management and a new staff team at the setting. The manager and staff team have been brought together from other homes in the company that has resulted in a staff team who are both experienced and knowledgeable. All staff have worked hard to ensure good outcomes for young people, which they are achieving. Young people clearly benefit from this strong staff team. The current manager is soon to submit his application for registration.

The home continues to be monitored by the manager and the regulation 33 visitor, who provides comprehensive monthly reports submitted to Ofsted without fail.

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
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Recommendations

There are no recommendations.