

Inspection report for Children's Home

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Inspector	Debbie Foster
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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

Care and accommodation provided at the home is for one young person aged between eight to 17 years.

The home is a detached house with an enclosed rear garden. The ground floor has a lounge, kitchen/dining room, conservatory and family sized bathroom. On the first floor there are three bedrooms. Two bedrooms are used as a staff sleep in room/office and the other larger bedroom is used by the young person living in the home.

The home is situated in a residential area and is near to local shops. Local bus routes are accessible which provide easy access to the town centre with its larger shops and leisure facilities.

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. Matters looked at during this visit relate to the outcome of staying safe and any recommendations made at the last inspection.

The home continues to provide an high level of care to young people. Young people are well looked after and say they feel safe living in the home. The staff have a very good understanding of the young people's individual care needs. Good systems and support exist for young people to raise any issue or concern they may have about their care.

Keeping young people safe from harm is given the upmost priority and there are meticulous safeguarding practices in place to protect young people. Excellent safety measures and strategies exist to keep young people safe. Young people and staff know the procedures and what to do in the event of a fire in the home.

Improvements since the last inspection

At the last inspection the registered person was asked to address areas relating to positive contribution, economic wellbeing and organisation.

Young people are encouraged and supported with hobbies, interests and activities. The daily recordings report on and reflect overall the care plan aims and objectives for the young person to show that work is being undertaken and evidences the progress being made. All decoration and furnishings are in good order, in particular

the lounge, staircase and bathroom.

The following recommendation has not been implemented in full: the minimum ratios of 80% of all care staff have not yet completed their National Vocational Qualification in the Caring for Children and Young People at level 3.

Helping children to be healthy

The provision is not judged.

Protecting children from harm or neglect and helping them stay safe

The provision is outstanding.

Young people's privacy is respected and information is handled confidentially. Young people have time alone and this is respected by staff. Staff said that they always knock and wait before entering a young person's bedroom. Visitors identification are checked before allowing them entry into the home. Records are securely stored and staff are clear on how to keep information confidential.

Complaints are taken serious by the service. Staff and young people are clear about how to make a complaint and these are well managed in line with the service's policy and procedure. One complaint has been made since the last inspection. The records show that prompt action has been taken to investigate the complaint and a clear outcome is recorded. The records indicate that the complainant is satisfied with the outcome of the complaint.

High importance is given to the safety of young people. The outcomes for individual young people in this area have continued to improve and their safety maintained. This has occurred through the detailed strategies and the measures implemented with young people. Extensive focused work takes place with young people. All of these approaches assist in keeping young people safe. The safeguarding procedures are available for staff to refer to and use. Safeguarding training, including annual refresher training, has been provided to staff and they are aware of the procedures to follow.

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. A young person confirmed there is no bullying occurring.

Individual assessments and good staffing levels also protect young people from the risk of going missing. There is a clear and specific protocols in place to manage incidents of unauthorised absence from the home. Incidents of young people going missing are minimal. Staff's continued work with individual young people on the risks and dangers of being absent or going missing have assisted in such incidents

continuing to be a rare occurrence.

The ethos of the home is to promote positive and good behaviour. A young person said they continue to get on with all staff very well. Having clear boundaries for young people, which are implemented consistently by staff team, is a real strength and brings excellent outcomes for young people.

Young people benefit from rewards and incentives to support their positive behaviour. Success in this area is further enhanced by young people being part of the decision-making process. Therefore, this empowers young people and affects their life positively.

Minimum sanctions have been made since the last inspection and no physical intervention incidents have taken place. Sanctions made have been reasonable for the behaviour presented. A young person said staff are fair. These records are centrally held and contain the required information.

Staff explain the high importance they give to keeping young people safe. This is demonstrated through the practices and support from staff. There are risk assessments in place, which cover the relevant areas, and detail specifically 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.

All staff and young people have been involved in frequent fire drills. The staff working at the home have received up-to-date fire safety training annually to enable them to minimise the risks to young people in the event of a fire at the home. The fire safety check records are up to date and accurate. Therefore, young people's physical safety from fire in the home is protected.

Health and safety areas are monitored closely by the manager on a monthly basis to support keeping young people safe.

Staff recruitment has not been checked on this inspection. Previous inspections have shown that there are robust vetting and recruitment procedures in place which helps to ensure the staff employed are suitable to work with young people.

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 the minimum ratios of 80% of all care staff complete their National Vocational Qualification in the Caring for Children and Young People at level 3. (NMS 29)