

Inspection report for Children's Home

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Inspector	Norma Welsby
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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 is registered to provide care for two young people, of either sex, between the ages of 10 and 17 years with emotional, behavioural and learning difficulties. It provides medium to long-term residential care and is owned by a private company. The home is located in a residential area that has easy access to local facilities and public transport.

The house consists of a lounge, kitchen/diner, and conservatory on the ground floor. Each young person has their own bedroom with an adjacent bathroom on the first floor, where there is also a staff office and sleeping-in on-call bedroom. There is a front and rear garden.

Both young people were present for part of this visit and made a very positive contribution to the inspection.

Summary

The overall quality rating is good.

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

At this unannounced interim inspection, staying safe was examined and judged to be good.

This service continues to work very positively with young people. The staff team work hard to provide a nurturing environment in which young people feel safe and well cared for. Young people are given good opportunities to develop key skills and explore their potential. The staff team are working enthusiastically to promote equality and diversity and to meet individual needs. This supports the finding that the staff team are very committed to enabling young people to achieve good outcomes from their placement.

No actions or recommendations have arisen from this inspection.

Improvements since the last inspection

At the last inspection in March 2010, one action was made. The provider was asked to ensure unnecessary risks to the health or safety of children accommodated in the home were identified and so far as possible eliminated. This was with particular regard to risk assessing lone working in the home. Since this action was made, the young people and the manager of the home have changed. However, at the time, the action was responded to by assessing the needs of the young person, putting a risk assessment in place and increasing staffing where necessary. Currently no lone

working occurs at this service as both young people are assessed as needing one-to-one staffing.

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.

The service has comprehensive policies and procedures in place to ensure that young people are safe. Staff are thorough and competent in their practices and work in an enthusiastic and imaginative way to support young people to do well in their placement.

Staff promote the privacy of young people well. Young people's need for personal space and their right to have personal information treated in a confidential way is consistently respected by staff. Staff recognise the individual and diverse needs of each young person, for example, in respect of their cultural, dietary and religious needs. Each young person can lock their bedroom door, enjoy personal space and have a digital safe in their bedroom to keep personal items secure and private.

The service has an established and thorough complaints procedure. Young people are given appropriate information and know how to complain. Information is easily available to them, including stamped envelopes and free phone numbers. There have been no complaints since the last inspection but records of previous complaints demonstrate a thorough and positive response to issues raised by young people. Staff have used specialist services, such as translators, to ensure that young people are able to communicate their views clearly and understand information that is given to them.

Young people are protected and their welfare promoted. Staff receive ongoing training and have access to written procedures and line management support. The home has good links with the local safeguarding team and liaises openly with them and other professionals, such as the young person's social worker, when any issues arise. Young people also benefit from regular key worker sessions and one-to-one discussions.

The service has a policy to counter bullying. Young people are aware that bullying is not acceptable. Staff promote positive role models and encourage young people to manage difficult situations in a mature and considered way. Again key worker sessions are used to good effect. Young people also benefit from staff knowing what to do in the event of them being missing from home.

Staff work with young people in a positive and consistent way. For instance, young

people are encouraged to develop socially acceptable behaviour. The staff team work closely together and communicate well. This promotes clear boundaries and guidance, so young people know what is expected of them. Staff and young people enjoy a good rapport and staff are committed to identifying and meeting diverse needs. Staff use praise and rewards to encourage good behaviour and some sanctions, but these are low level and proportionate. The use of physical interventions is minimal at this service and have not been used at all with current young people.

The home is well maintained and affords a comfortable and domestic environment. A comprehensive programme of maintenance and servicing is in place. Extensive risk assessments are also in place. Fire safety procedures are carried out and young people take part in fire drill practises, which promotes their personal safety. This supports the finding that young people benefit from a home that provides comfort, safety and security.

The home continues to have a robust selection and vetting process which suitably safeguards young people and prevents exposure to potential abusers.

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.