

Inspection report for children's home

Unique reference number	SC359818
Inspection date	11 February 2010
Inspector	Jacqui Gosling
Type of Inspection	Random

Date of last inspection	29 May 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 is a four-bedded home that provides medium to long-term care and accommodation for young people aged between 12 to 16 years and is one of a number of homes operated by the same provider. Young people are referred to the home from a local authority as part of a contractual agreement.

The ground floor consists of a lounge, dining room, kitchen, utility room, toilet and two offices. The first floor consists of four bedrooms for young people, a bathroom and staff sleep-in room. There is a rear garden with sufficient space for ball games and a games room is accessible from the garden. The location of the home is very close to a city centre and a range of amenities. Public transport is easily accessed from the home.

Summary

This unannounced interim inspection is carried out to assess the home's performance against national minimum standards under the staying safe outcome area. The progress towards meeting the recommendations made during the last inspection report is also assessed. One young person currently resident at the home gave their view of living there.

The home's policies and procedures support staff to safeguard young people and promote their well-being. The staff are good at supporting young people to manage their behaviour. Young people's views and concerns are taken seriously. Required information is stored appropriately to ensure confidentiality. The home is a safe and secure environment for young people.

The overall quality rating is good.

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

Improvements since the last inspection

Two recommendations were made following the last inspection that took place in May 2009. Both have been partly addressed.

The home has now obtained and retains on file prior written permission from a person with parental responsibility, for each young person, for the administration of appropriate non-prescription. However, permission has not yet been obtained for the administration of first aid. Therefore, a further recommendation is made.

The home now completes a record detailing the needs of the child being considered for admission to the home and the needs of the existing groups of residents. The staff and young people are also consulted about the new admission. However, there is still no evaluative assessment to show that the likely effects of the admission are taken into account and recorded in decisions on admissions to the home. Therefore, a further recommendation is made.

Helping children to be healthy

The provision is good.

The home has obtained and retains on file prior written permission from a person with parental responsibility, for each young person, for the administration of appropriate non-prescription. However, permission has not been obtained for the administration of first aid.

Protecting children from harm or neglect and helping them stay safe

The provision is good.

The home has effective policies, procedures and care practices to ensure that young people are cared for safely. For example, robust individual risk assessments and support plans ensure that staff have appropriate strategies in place to protect the young people. Young people say that they feel they are safe living in the home.

Information held on behalf of all young people is appropriately stored. Young people have individual bedrooms, where they can be private and keep their possessions safe. There is a telephone that they can use in private.

Complaints are managed very well. There is a clear complaints procedure, which is made known to young people when they come to live in the home. Young people understand how to make a formal complaint and there is clear evidence that they feel confident about letting staff know if they are unhappy with any aspect of their care.

The welfare of young people is protected because staff receive training in child protection. Staff on duty, including the shift leader, confirm they have received child protection training. They say they would pass on any concerns to the Registered Manager or senior managers of the organisation. However, they do not have a good understanding of all the required procedures for reporting and managing safeguarding as in discussion they did not identify the role of the Local Safeguarding Children Board.

Young people say that they do not believe that bullying is an issue in the home, but that if there is a problem 'staff deal with it'. To protect young people, staff supervise them appropriately in the home, they encourage young people to understand the impact of bullying on individuals.

Young people are assisted to develop appropriate behaviour through the encouragement of acceptable behaviour and constructive staff responses to inappropriate behaviour. Behaviour management policies are robust and strategies have, as their prime objective, the creation of a safe, supportive environment. Staff have completed the required training to ensure if physical intervention is necessary it is consistent with guidance.

Young people live in a home that provides for their physical safety and security. The clear management of health and safety processes helps to protect young people from the risk of harm or injury in the home. Equipment and installations are serviced regularly and there are regular fire safety tests. Young people take part in evacuation drills, so that they understand what to do in the event of a fire or other emergency. Risk assessments on the environment and on activities that young people may be involved in, are robust and are regularly reviewed to make sure that information is up to date. However, the route to one of the fire exits was impeded by a locked door, which requires a member of staff with a key to open it. This does not comply with the home's procedures for ensuring the young people's safety.

There are effective procedures for the recruitment and selection of staff. These ensure that all staff are thoroughly vetted before they start work. The identity of all visitors to the home is checked before they are allowed in. These robust systems protect young people, as they ensure that unauthorised or unsuitable individuals are not able to gain access to the home.

Helping children achieve well and enjoy what they do

The provision is not judged.

Helping children make a positive contribution

The provision is good.

The home completes a record of the needs of any young person being considered for admission to the home and the needs of the existing groups of residents. The staff and young people are also consulted about the new admission. However, no evaluative assessment is completed to show that the likely effects of the admission are taken into account.

Achieving economic wellbeing

The provision is not judged.

Organisation

The organisation is not judged.

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
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Recommendations

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- obtain and retain on file prior written permission from a person with parental responsibility for each young person, for the administration of first aid (national minimum standard 13.4)
- ensure both the needs of the child concerned and the likely effects of their admission upon the existing groups of residents are taken into account and recorded in decisions on admissions to the home (national minimum standard 5.7)
- ensure positive steps are taken to keep young people, staff and visitors safe from risk of fire and other hazards, specifically locked doors should not impede access to fire exits (national minimum standard 26.1)
- ensure that staff read the Local Safeguarding Children Board procedures and are knowledgeable about them. (national minimum standard 17.2)