

Inspection report for Children's Home

Unique reference number	SC359846
Inspection date	20/01/2011
Inspector	Jacqui Gosling
Type of inspection	Random

Date of last inspection	01/09/2010
--------------------------------	------------

© Crown copyright 2011

Website: 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 Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: 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 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

This home provides care and accommodation for up to five young people of either gender aged between 13 to 17 years on admission, who exhibit challenging behaviour.

Placements are on a medium to long-term basis. Emergency admissions are considered if sufficient places are available and appropriate assessments of risk can be undertaken. The home provides accommodation up to the age of 18 depending upon the needs of each young person and the requirements of the placing authority.

The property is detached and has private gardens to the front and rear. There are five single bedrooms for young people. Currently, five young people are living here.

Summary

The overall quality rating is outstanding.

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

This is an unannounced random inspection. The purpose of the visit is to assess the key national minimum standards under the outcome area of staying safe. Recommendations from the last visit are also considered. Two young people participated in the inspection.

The home continues to provide an excellent service to the young people. A judgement of outstanding is made under the outcome area of staying safe. There are effective procedures to keep young people safe and promote their welfare. Young people respond well to strong boundaries, consistent reward and celebration for improved behaviour. Young people are cared for and safeguarded by staff who are well trained and very positive about the progress and achievements of the young people in their care.

Two recommendations from the previous inspection are met. One recommendation is made as a result of this inspection as the local authority has not provided all the required looked after child paperwork.

Improvements since the last inspection

During the last inspection that took place in September 2010, three good practice recommendations were made. The staff now ensure young people always sign their financial records.

As the young people have not been on holiday since the last inspection the risk assessment regarding staff lone working on holiday with young people cannot be

fully implemented until the next holiday but the process is now in place. Therefore, the recommendation is removed.

Despite the home making a number of requests, some local authority social workers have not provided the required looked after child paperwork. Therefore, the recommendation remains.

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.

The safety and welfare of young people is placed in high priority and young people are safe and secure.

Young people are protected by clear procedures and practices for promoting their welfare. Staff are trained in safeguarding children procedures. Staffing levels are allocated to ensure that all young people are kept safe and receive appropriate support. There are excellent risk assessments and management strategies in place. The needs and safety of young people are reinforced with effective interagency liaison. Staff are fully aware of who to notify about serious incidents in the home.

Staff are aware of triggers, which may result in a young person absenting themselves from the home. Staff respond appropriately to instances of young people going absent without authority and work closely with other agencies to minimise any risk. Records of unauthorised absences are kept and monitored by the manager.

The privacy of young people is respected and young people enjoy their own private space. There is an anti-bullying policy and staff present a good understanding of group dynamics and a clear commitment to challenging inappropriate behaviour. Young people say 'they do not feel bullied in this home'.

Young people are protected by a clear written complaints procedure and young people say they know how to make a complaint. It is good practice that they do not have to ask staff for a complaint form as they are readily available to them. The manager and staff show a good commitment to enabling young people to express their concerns and wishes. Young people from other cultures and countries have the complaints procedure copied into their own languages, for example, Arabic Albanian, Armenian.

There is a written behaviour management policy. Young people are enabled to manage and improve their behaviour by staff who are trained in behaviour management and physical intervention. Staff promote clear boundaries and

expectations. There is a clear focus on rewarding positive and improved behaviour. Staff are proud of the improvements and achievements of young people. Records are well maintained.

The physical environment is well maintained and monitored in terms of health and safety, with comprehensive and detailed documentation. Fire safety procedures are regularly checked and monitored. Fire drills including night time drills are undertaken in excess of requirements. Visitors to the home are shown the fire exits to ensure their safety. Certificates of public and employee liability are displayed as required.

Recruitment files demonstrate that there are robust procedures in place to ensure that staff are thoroughly checked. Visitors to the home are vetted and shown fire exits to ensure the safety of 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 placement plans are consistent with any plan for the care of the young

people prepared by the placing authority, specifically continue to request the looked after children paperwork when the local authority has not provided it as required. (NMS 2.1)