

Inspection report for children's home

Unique reference number	SC362094
Inspection date	10 March 2010
Inspector	Trevor Hall
Type of Inspection	Random

Date of last inspection	5 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 home provides short to medium term care and accommodation for up to two young people aged between eight and 18 years of age, who display either extremely challenging, inappropriate sexualised or destructive behaviours. The home attempts to provide each young person with safe adult support, clear and consistent boundaries and provide access to a range of therapeutic, educational, social and health related services. At no time will the age gap between young people residing in the home be greater than five years. At the time of inspection two young people were in residence.

Summary

This was an unannounced interim inspection that concentrated purely on checking all key national minimum standards, under the 'Every Child Matters' area of staying safe, as no actions or recommendations were raised on the home's previous key inspection which was conducted on the 05 May 2009. Two young people were living in the home at the time of this inspection.

This inspection confirmed that this home remains an outstanding home that is very well managed. Young people benefit from living in an environment that is centred on meeting their individual needs, they receive outstanding individual support and their education and health is encouraged and appropriately promoted. The home has well established regimes in place for the effective assessment of risk and staff take all reasonable precautions to ensure that young people, staff and visitors are safe at all times. No new actions or recommendations were made as a result of this inspection.

The overall quality rating is outstanding.

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

Improvements since the last inspection

No areas for improvement were identified on this home's previous inspection.

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 are clearly benefiting from living in a service that has an outstanding focus on safeguarding and protection matters. Strong leadership, provided by the Registered Manager ensures the promotion of a daily living environment where importance of safety is acknowledged and promoted. The home has a good range of policies and procedures that are used effectively to promote the safety and welfare of young people. Young people are consistently encouraged, by staff, to keep themselves and others safe.

Young people's privacy and confidentiality is respected by all staff, who are sensitive and aware of the need to only disclose information that is necessary to meet the young people's needs. Staff are respectful of young people's privacy and allow them appropriate space and only supervise them closely when assessments of risk or their behaviour warrant it. The home has appropriate policies and procedures in respect of staff needing to search young people's

bedrooms and, on each occasion, these are properly recorded and conducted in line with the procedures.

Young people are able to raise concerns and complaints with staff through a well-advertised complaints procedure. Young people know how to use this procedure and feel confident in the ability of the home to listen and act on what they have to say. The home manages complaints and concerns quickly and tries to resolve complaints in a manner young people both understand and can agree with.

Young people benefit from living in a home where there are excellent arrangements in place to ensure staff are trained and well informed about how to keep young people safe. Young people are protected because staff recognise and fully understand their role in child protection and that they know what action to take if there are concerns.

The home follows its own policy and procedures regarding young people who leave the home without permission these practices are also consistent with a wider police protocol on absconding behaviour. Young people are actively discouraged from having unauthorised absences and records demonstrated that procedures are being consistently followed. Young people's protection is underpinned by individual risk assessments and clear guidance to staff about what actions to take once a young person has left the home. The home's responses to this behaviour are focused on the needs and risks of individual young people in terms of promoting their safety. Staff in the home are focused on developing supportive and consistent relationships that encourage alternative and safer ways of behaving. Promoting young people's safety and protection is central to the operation of the home.

The Registered Manager has an active focus on community relations and endeavours to ensure the home maintains a harmonious presence in the local area. Staff and young people know that anti-social behaviour of any kind is not acceptable and will be challenged. This makes this home a safe and comfortable place to live because expectations about behaviour and conduct are clearly communicated in a way that has a positive effect on young people. The home has excellent policies and procedures in respect of discouraging and dealing with incidents of bullying, these are well advertised in the home and young people are very aware that such behaviour will not be tolerated and will be challenged at every opportunity.

Young people are encouraged to behave well, to establish, achieve and maintain levels of behaviour that are socially acceptable and that will sustain them in the wider community. The home's records not only detail sanctions used for poor behaviour but also positive consequences and rewards for behaviour that deserves congratulation and praise. Staff are acutely aware of the need to balance their interventions with positive feedback about young people's achievements, rather than on just punishing misdemeanours. Staff are successful at helping young people change their behaviour for the better.

Positive steps are taken to keep young people, staff and visitors safe from fire and other hazards in the home. For example, records indicate that risk assessments are completed in relation to fire and potential environmental hazards. Frequent checks are undertaken on fire equipment, emergency lighting and fire drills are regularly completed. The Registered Manager ensures that utilities, domestic equipment and vehicles are checked to ensure they are safe to use. Young people live in a home which provides physical safety and security.

Staff personnel files were not accessed at this inspection due to them being held at a central location at the organisation's head office. The Registered Manager confirmed that no new member of staff started work in the home until all the necessary vetting checks had been completed. All visitors to the home are required to provide proof of identity and sign a visitors book to support the protection 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?

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

There are no recommendations.