

Inspection report for Children's Home

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Inspection date	15/03/2011
Inspector	Keith Riley
Type of inspection	Random

Date of last inspection	26/07/2010
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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

A private company owns and operates this children's home. It is located in a village within close proximity of community services. The organisation also has similar services in the area.

The setting accommodates a maximum of two young people of either sex between the ages of 12 and 17 years who have complex emotional, behavioural and educational difficulties.

Through various approaches, the home seeks to enable young people with recognising and accepting responsibility for their inappropriate behaviours. It then encourages the development of more socially acceptable sustainable behaviours to improve young people's quality of life towards independence.

The organisation employs a range of professional specialist staff in meeting young people's assessed needs and has well-established links with external supporting agencies.

Young people have their own bedroom and designated bathroom facilities. Communal space comprises two lounges, a dining area and a spacious kitchen. The garden is mainly laid to lawn with seating areas.

Summary

The overall quality rating is outstanding.

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

This unannounced random inspection took place over the course of two visits. The focus of the inspection was to review any actions or recommendations from the last inspection and to assess all key standards found within staying safe.

There was one recommendation made as a result of this inspection. The quality rating for this service remains as outstanding.

The home continues to provide an excellent standard of care to meet the individual needs of young people. The management and staff are committed to continually assessing and reviewing behaviour management plans as to their effectiveness. There are effective links with other professionals and experts to support strategies and intervention programmes. Robust policies and a well trained staff team keep young people safe.

Improvements since the last inspection

There were no actions or recommendations made at the 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's privacy is well respected. Confidential information is kept safe in a locked facility. Clear policies are in place for any restrictions on the use of the telephone and internet to keep young people safe.

A robust complaints policy in place which young people are aware of and know how to use. When complaints are made they are dealt with in a timely and comprehensive way. Young people have the opportunity to respond to the outcome. Young people's views are also made known through an advocacy service and regular meetings. There have been no complaints to Ofsted since the last inspection.

Young people are kept as safe as possible. Young people's welfare is promoted through comprehensive staff training, risk assessments and safeguarding procedures. Staff demonstrate an excellent knowledge of child protection. Complaints are rigorously assessed in consultation with other professionals as to whether any safeguarding concerns are raised.

Young people confirm that bullying is not an issue in the home. There is a compatibility assessment made before a young person is introduced to the setting to ensure that group dynamics minimise the potential for bullying.

Very clear guidance is in place to deal with unauthorised absences with systems in place to record such events. Staff are clearly aware of what to do if a young person is absent including when to involve the police. Risk assessments are in place which highlights each young person's vulnerability to ensure they are kept safe. Unauthorised absences are responded to rapidly which promotes the return of the young person to the home. Young people are given excellent support and guidance to consider the reasons for their actions.

Young people have their particularly challenging behaviours identified during the admissions process so that the home has comprehensive behaviour management plans in place. When the behaviours of young people are of particular risk, such as self-harm, expert advice and guidance is sought from within the organisation and externally to inform staff practice. Staff have an excellent understanding in responding to negative or concerning behaviours taking into account individual

emotional and mental well-being. This includes violence and self-harmful behaviours. Interventions are clear with the placing authority and regularly reviewed as to their effectiveness. Staff are trained in the company's approved restraint procedure and receive considerable training in behaviour management such as awareness of self-harm and responses to it. However certificates are not available on staff files. Sanctions are proportionate and appropriate.

The routine checking, testing and servicing of fire fighting and electrical equipment takes place at regular intervals. Fire alarm drills are carried out regularly. The home has maintenance procedures in place to ensure issues such as a damaged door frame and broken pipe, which were noticed during inspection, are fixed quickly. Comprehensive risk assessments are compiled when trips are undertaken outside of the home to meet the specific needs of young people.

The company has robust procedures in place to ensure no member of staff is recruited until all the necessary checks have been completed.

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 internal staff training is certified and evidence retained on their personnel file. (NMS 22.8)