

Inspection report for Children's Home

Unique reference number	SC366002
Inspection date	09/02/2011
Inspector	Monica Farrimond
Type of inspection	Random

Date of last inspection	21/05/2010
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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

This service is a private children's home registered to care for four young people with emotional and behavioural difficulties. The service was registered in January 2008.

The home provides a variety of recreational spaces for the young people within the property and grounds, and a registered in-house school facility is also included on site. The home is situated on the outskirts of a residential and retail town development.

There were three young people resident at the time of the visit, who all contributed towards the inspection.

Summary

The overall quality rating is good.

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

This random inspection looked at safeguarding procedures and any issues in relation to safeguarding that have arisen since the last inspection. The home continues to manage safeguarding issues well and the welfare of the young people is promoted. Being healthy, enjoying and achieving, positive contribution and organisation were not looked at on this inspection.

Safeguarding the welfare of the young people is a high priority and staff work positively as a team. Young people enjoy living at the home and they are confident that staff will keep them safe. A notable feature is that serious incidents and physical interventions are not a regular occurrence, and this is a reflection on the positive caring environment evident at the home.

Improvements since the last inspection

There were no actions or recommendations made following the last 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 good.

There are sound procedures and good care practices that keep young people safe in the home.

The service has a well-developed complaints procedure and all complaints are responded to promptly. Young people know the complaints procedure and they are confident that any complaint will be taken seriously. Any concerns are communicated in regular key-working sessions, quality assurance questionnaires and young people's meetings. This ensures that young people have several outlets to voice concerns or worries, and feel that their opinions are valued.

Staff demonstrate a strong commitment to preserving the dignity and privacy of young people and they have a very good understanding of safeguarding issues, which ensures that young people are protected from abuse. Training for staff is kept up-to-date and detailed policies and procedures are readily available for staff to refer to for additional guidance. Senior managers from the organisation are always available for advice and guidance, by way of an on-call system, which works effectively; ensuring staff have access to support 24-hours a day.

Staff are quick to intervene, should a bullying situation arise and any issues relating to bullying are handled well, ensuring young people feel safe. The young people accommodated do not see bullying as an issue, and feel confident that staff would intervene. Good staffing levels ensure that young people are well supervised. Comprehensive individual risk assessments and placement plans allow staff to manage any concerns that might arise between young people. There is a clear protocol for staff to follow, in the event of an unauthorised absence, which ensures that young people are properly protected.

Relationships between young people and staff are good. Staff have a positive view of the young people they work with. They promote and reward positive behaviour and support young people well so that they are protected from incidents developing into episodes of challenging behaviour. All staff are properly trained to diffuse difficult situations. Individual risk management and behaviour support plans clearly show how staff will work to promote behaviour that is positive and to lessen the risk of behaviour becoming challenging. The risk assessments and management plans are regularly reviewed, which ensures that any new risks are identified and managed well. Challenging behaviour is managed appropriately and restraints are only ever used as a last resort and in very clearly defined situations. The infrequency of such incidents indicates that the strategies that staff use work effectively, and that young people benefit from the way in which they are cared for, responding well to issues of behaviour management.

Health and safety matters are managed well, so that young people benefit from being cared for in an environment that is safe. Risk assessments on the environment and activities, as well as on individual young people are in place and regularly

reviewed so that information is kept up to date and accurate.

The home's procedures for the recruitment and selection of staff are robust. All staff are thoroughly vetted before they are appointed, to ensure that they are safe to work with vulnerable children and young people. These arrangements promote and safeguard the welfare of the young people accommodated.

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.