

Inspection report for children's home

Unique reference number	SC366002
Inspection date	24 March 2010
Inspector	Monica Farrimond
Type of Inspection	Random

Date of last inspection	20 January 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 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 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

This interim unannounced inspection looked specifically at the progress the home has made with the actions and recommendation made at the last inspection. These related to management, documentation and training issues. The manager has taken appropriate steps to meet the actions and recommendations. The organisation and management of care at the home is satisfactory. 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 unauthorised absences, and physical interventions are not a regular occurrence and this is a reflection on the positive caring environment evident at the home.

The overall quality rating is satisfactory.

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

Improvements since the last inspection

Five actions and one recommendation were made following the last inspection in January 2010. These have been satisfactorily addressed. The actions were in relation to management of the home, placement documentation, safeguarding training and the complaints procedure.

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, which keep young people safe in the home.

Staff demonstrate a strong commitment to preserving the dignity and privacy of young people and they have a good understanding of safeguarding issues, which ensures that young people are protected from abuse. All staff have completed training in safeguarding to ensure that the welfare of the young people is protected and promoted.

The service has a well developed complaints procedure and all complaints are responded to promptly. Recordings of complaints by the young people are comprehensive and record details of the investigation and the outcome. This process makes it clear that a complaint has been

dealt with appropriately. Young people know the complaints procedure and they are confident that any complaint will be taken seriously. This ensures that young people feel that their concerns and opinions are valued.

Staff are quick to intervene, should a bullying situation arise and any issues relating to bullying are handled well, ensuring young people feel safe. Good staffing levels ensure that young people are well supervised. Individual risk assessments, behaviour management plans and placement plans, allow staff to manage any concerns that might arise between young people. Staff demonstrate a sound knowledge of young people's personalities, which enables them to diffuse negative behaviour at an early stage. There is a clear protocol for staff to follow, in the event of an unauthorised absence, which ensures that young people are properly protected. Currently, there are no issues of young people being absent from the home without authority.

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 as much as possible from incidents developing into episodes of challenging behaviour. All staff are trained to diffuse difficult situations. Individual risk management and placement plans, clearly show how staff will work to promote behaviour that is positive and to lessen the risk of behaviour becoming challenging. 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 well and that young people benefit from the way in which they are cared for.

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 on activities, as well as on individual young people, are 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.

Helping children achieve well and enjoy what they do

The provision is not judged.

Helping children make a positive contribution

The provision is good.

Assessments and risk assessments are undertaken on young people before they stay at the home. From this information, staff in consultation with parents and placing social workers, develop detailed care and support plans. All plans are thorough, and cover every aspect of the young person's stay at the home. There is evidence that these plans are regularly reviewed; thus it is possible to accurately monitor the progress of a young person's development, and therefore demonstrate that needs are being met.

Achieving economic wellbeing

The provision is not judged.

Organisation

The organisation is good.

The manager of the home is experienced and appropriately qualified, and an application to register the manager has been received by Ofsted, and is currently being processed. Management responsibilities in relation to oversight of placement plans, including the monitoring of health and education plans, are robust. Information that is held on young people is thorough, and is regularly updated so that fulfilment of the young person's needs can be monitored. All information that is sensitive is securely stored, so that confidentiality can be maintained. Information is easily accessible to all staff, which ensures that care is consistent and in line with the young person's care plan. Each young person's file contains the necessary information as detailed in Schedule 3 of the Children's Homes Regulations 2001.

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 Children's 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.