

Inspection report for children's home

Unique reference number	SC368637
Inspection date	1 March 2010
Inspector	Lucy Ansell
Type of Inspection	Random

Date of last inspection	7 July 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

The home is a two story, detached house in a residential area about half a mile from the train station. The house backs onto parkland leading to the river and the local area has sandy beaches.

The town is of historical interest and has all local amenities including a cinema, library, various clubs and activities.

Internally, the home has two reception rooms on the ground floor, a kitchen and dining area, separate utility room, staff office and downstairs lavatory. Upstairs there are three large, single bedrooms for the young people, a staff sleeping-in room and one bathroom for the young people and a shower room for staff.

The rear garden is enclosed and laid to lawn and shrub borders, the front garden has off road parking and entrance to the garage.

The home offers care to three young people, aged eight to 17 on admission, with emotional and behavioural difficulties.

Summary

This was an unannounced interim inspection and no young people were present at the time of the inspection. The focus of the inspection was to look at staying safe and assess whether the previous recommendations and actions had been met. Judgements remain the same as the last inspection report if not fully inspected.

The home ensures that the safety of the young people living there is given their full attention, and policies and procedures are in place which help to support this. One recommendation was made to ensure the children's complaint form is produced in a more child friendly format and can be easily accessed by the young people.

The overall quality rating is good.

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

Improvements since the last inspection

The home had one action and three recommendations made at the last inspection; these were all checked and had been met. Risk assessments were quickly reviewed and updated following the action made at the last inspection and the paperwork was checked to ensure they are maintaining this. The home set up a Control of Substances Hazardous to Health (COSHH) File and all products now have guidance in relation to control of substances hazardous to health. There is consistent record keeping in relation to the regular testing of emergency lighting and all fire prevention equipment. The company now has a new format which standardises the records across all the homes. The home has 80% of its existing staff group with the National Vocational Qualification (NVQ) Level 3 or Level 4.

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.

Young people's privacy is respected and confidential information is appropriately stored and shared. There are arrangements in place to ensure the young people have access to a telephone to make private calls.

Young people have a system to raise complaints or concerns, however they have to ask staff for this form and the format is not child friendly. In the children's guide and around the house is information concerning advocacy and independent agencies.

Clear procedures and systems that are in line with the Local Safeguarding Children Board procedures are used effectively by staff to ensure the young people are kept safe. All staff are trained in safeguarding, and staff have a good understanding of their roles and responsibilities in keeping the young people safe.

Young people are protected from bullying and staff deal proactively with any issues. All staff are aware of the policies and procedures to follow if a young person becomes absent without authority. The home is quick to call multi-professional meetings to ensure any concerns are raised and good preventative plans are put into place.

Positive behaviour is reinforced through lots of praise and rewards. Staff have formal training in the management of behaviour and compile and follow comprehensive behaviour plans to ensure they respond appropriately. There are low levels of restraints and sanctions in the home, and these are recorded and monitored by the manager.

Positive steps are taken to keep young people and staff in the home safe through regular review and updates of environmental and fire risk assessments. Health and safety around the home is well managed. Young people are protected by sound staff recruitment and selection procedures.

Helping children achieve well and enjoy what they do

The provision is not judged.

Helping children make a positive contribution

The provision is good.

Young people benefit from plans of care that contain very detailed assessments and helps to meet their needs in a comprehensive manner which determines the best outcomes for them. There is good recording and paperwork, with clear target setting and reviews completed in a timely fashion.

Achieving economic wellbeing

The provision is not judged.

Organisation

The organisation is good.

The new manager has been at this home for six weeks, but was previously employed with the company at another one of their homes. Since arriving at the home he has started looking at

all the policies and procedures and guidance manuals to see what needs updating and reviewing. The home has 80% of its existing staff group possessing or just finishing the NVQ Level 3 or Level 4. The new staff will be enrolled once they pass their probation period.

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

To improve the quality and standards of care further the registered person should take account of the following recommendation(s):

- ensure the children's complaint form is produced in a child friendly format and is easily accessed by the young people. (NMS 16.3)