

Inspection report for Children's Home

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Inspector	Lucy Ansell
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You can obtain copies of The Children Act 2004, Every Child Matters and The National Minimum Standards for Children's Services from: The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

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

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

The overall quality rating is good.

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

This was an unannounced interim inspection with the focus on staying safe, no other outcome groups were looked at. Young people are protected by well-managed safeguarding systems. Excellent staffing levels ensure the safety of the young people is a priority. Young people enjoy positive and supportive relationships with staff members. Young people live in a physical environment which provides good levels of safety and security. No recommendations or actions were made at this inspection.

Improvements since the last inspection

The home had one recommendation made at the last inspection; which was to ensure the children's complaint form is produced in a child friendly format and is easily accessed by the young people. This has been reviewed and changes made to the form and it has been placed on the homes information notice board. This ensures the young people can confidently retrieve the form and complete it themselves.

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 in this home. All information regarding young people is kept confidentially and their personal information is handled sensitively.

Young people say they know how to make complaints and representations. They also use house meetings and key working sessions to raise concerns less formally. A pre-printed complaint format records the issue and the action taken. It also has space to record the young person's own view of the outcome. The complaints form is clearly accessible for the young people.

Young people are protected by well-managed safeguarding systems. Clear and comprehensive safeguarding guidance is provided for all staff and training is mandatory for all new staff with refresher training compulsory. The home's manager is a qualified social worker with many years of experience and is the dedicated child protection co-ordinator; he ensures suitable action is taken when they have safeguarding concerns. All matters of safeguarding are comprehensively recorded and detailed within the home's records and documents.

Staff take prompt action to deal with any incidents of bullying, and policies and procedures ensure the young people are protected. Excellent staffing levels ensure the safety of the young people is a priority.

Staff know what to do in the event of a young person being absent or missing from the home. Individual risk assessments describe the actions to take and these clearly detail each individual's perceived vulnerability. Written records of such incidents are made, and clearly describe the action taken, and the content of the discussion held, upon the young person's return.

Young people enjoy positive and supportive relationships with staff members. Any disciplinary measures are constructive and help reinforce positive behaviour messages to the young people. Training in positive handling techniques for staff is up to date. The staff's approach to behaviour management is a calm, modulated response, using a therapeutic approach and rewarding good behaviour. The log books were seen; management have signed off incidents, and complete comprehensive monthly monitoring of the outcomes to ensure they spot trends and any incidents promptly.

Young people live in a physical environment which provides good levels of safety and security. Routine health and safety checks are being undertaken and clearly

recorded, and the home possesses the required insurance cover. Young people are conversant with the fire evacuation procedure; all installations and equipment checks are up to date.

Robust recruitment practices serve to protect young people. New staff are thoroughly vetted before their employment commences and this includes an enhanced Criminal Records Bureau check. Personnel files are in good general order. Visitors to the home are suitably vetted; they are required to sign in and out of the building and do not have unsupervised access to young people or the home.

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.