

Inspection report for children's home

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Inspection date	04/12/2012
Inspector	Denise Perry
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	06/06/2012
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Service information

Brief description of the service

This is a privately owned children's home that provides care for up to two young people, of either gender. The home provides care for young people with emotional and/or behavioural difficulties.

The inspection judgements and what they mean

Good progress	The children's home has demonstrated continued improvement in quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the large majority of recommendations that were raised at the previous inspection.
Satisfactory progress	The children's home has maintained quality of care and outcomes for children and young people and where appropriate has addressed all requirements and the majority of recommendations that were raised at the previous inspection.
Inadequate progress	The children's home has failed to address one or more requirements and/or has not met the majority of recommendations and/or the quality of care and outcomes for children and young people have declined since the last full inspection.

Progress

Since their previous inspection the service is judged to be making **good progress**.

At the full inspection in June 2012, the home's overall quality rating was outstanding with one recommendation set. In the interim period, the Registered Manager has demonstrated continued improvement, having addressed this recommendation. The home's record of recruitment and vetting checks now includes evidence of telephone enquiries being made following receipt of written references. This demonstrates that rigorous selection and recruitment procedures contribute to young people's safety.

The Registered Manager has made continuous improvements in the running of the home. Through high levels of consultation, young people's views are heard, listened to and where appropriate acted on. For example, young people have been involved in designing a games room and have made decisions about the décor, furnishings and equipment. This home reflects the changing needs and individual interests of young people and as a result they gainfully invest in their surroundings.

There have been minor changes in the staff team with one member of staff temporarily deployed to another company home. This is to meet the specific needs of other young people within the organisation. Also, the home has appointed a new

deputy manager who is appropriately qualified and experienced to cover in the absence of the Registered Manager. Otherwise, a knowledgeable and committed staff team remain the same. Key carers continue to deliver highly personalised care to young people and relationships are extremely appropriate, positive and constructive. Key-working sessions are well planned and tailored to meet young people's current needs and/or any issues they may be experiencing. The staffing arrangements ensure young people receive consistent levels of high quality care.

The Registered Manager fully acknowledges and addresses young people's unique and personal heritage. For example, the young person's guide and the home's Statement of Purpose are currently being published in Welsh. It is the intention that once completed, these documents will afford young people access to information in their first language and promote their cultural and linguistic identity.

Staff continue to effectively support young people in developing their independent life skills, such as, laundry, cooking, shopping and general household tasks. Staff review and update young people's independence plans to reflect their age, specific needs and abilities. Young people now have free time and access public transport. This is a major transition for young people who sometimes show anxieties about undertaking certain tasks on their own. However, staff work relentlessly to encourage and support them with this aspect of their lives. As a result young people make on-going progress and become more competent in taking care of themselves in preparation for adult life.

Since the last inspection some young people have been missing from care. Through effective monitoring of these incidents the Registered Manager and staff team develop a clear understanding of the reasons why young people go missing. Through regular discussions and key-working sessions, staff help young people to reflect on their behaviour; understand any associated risks; increase their levels of self-control and develop an awareness of the impact of their behaviour. This strengthens attachments and encourages young people to better manage their future behaviour. As a result, the number of incidents of young people going missing from care has ceased in recent months.

The Registered Manager remains enthusiastic and committed to the provision of high quality of care for young people. Good use is made of a range of rigorous monitoring activities to assess and improve the standard of practice. For example, the manager has introduced a monitoring check list to ensure young people's case files contain all the required information. Completed checklists show that comprehensive records are maintained which provide details of young people's backgrounds, experiences, progress and future plans. Consequently, young people benefit from a well-informed and committed staff team.

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 to assess the effectiveness of the service and to consider how well it complies with the relevant regulations and meets the national minimum standards.

The report details the progress made by the provider since the last full inspection, identifies any further strengths, any areas for improvement and makes judgements as outlined in the *Inspection of children's homes – framework for inspection*.