

## Inspection report for Children's Home

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| <b>Unique reference number</b> | SC373958     |
| <b>Inspection date</b>         | 15/03/2011   |
| <b>Inspector</b>               | Angus Mackay |
| <b>Type of inspection</b>      | Random       |

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|--------------------------------|------------|
| <b>Date of last inspection</b> | 07/12/2010 |
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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 home is registered to provide care and accommodation for up to four young people from within the local authority who have suffered disruption in their lives and display difficult behaviour as a result. It is a detached property set in its own grounds, in a residential part of a town. There is car parking for two vehicles at the front of the property and an enclosed garden with a lawn and patio to the rear. The home has four single bedrooms and a sleep-in room for staff. A dining room, study, lounge and conservatory all provide communal relaxation space. In addition, there is a well-fitted kitchen and a utility room as well as a bathroom and a shower room.

### **Summary**

The overall quality rating is good.

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

This was an unannounced random inspection of the service which looked at one previous action and reviewed the care children receive against key national minimum standards in the staying safe outcome area. The home is being well managed and provides a good standard of care for young people in a safe homely environment. Staff are a friendly, caring and supportive team who are knowledgeable and caring about the young people they work with and suitably qualified to deal with their presenting problems. Staff receive good support from their Registered Manager and from the local child and adolescent mental health service. During the inspection the young people were all in school but three staff and the Registered Manager were interviewed and policies, procedures and written records were scrutinised. There were no actions or recommendations made as a result of the inspection.

### **Improvements since the last inspection**

In response to a recommendation made following the previous inspection of the home in December 2010, the Registered Manager confirms that all staff are now trained in first aid. Although no actions or recommendations were made concerning this issue, the home has made significant improvements to the decoration and standard of accommodation.

### **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.

Staff treat the safety, security and confidentiality about young people appropriately within the home. Staff respect the privacy of young peoples rooms and ensure suitable levels of supervision provide protection from harm to the young people, when using them. Young people using the internet have their safety enhanced by monitoring of sites visited and general supervision of use. Staff encourage young people to maintain external contacts and provide private telephone contact as part of this.

Staff provide young people with a range of information in differing formats to aid them in making complaints. External advocacy ensures a safeguard to young people as an alternative to the homes complaints system. There are no complaints made since the last inspection but low-level grumbles have been successfully addressed through young peoples meetings and outcomes shared in the staff meeting. The Registered Manager has developed good relationships with neighbours who are encouraged to raise concerns directly with the home.

There have been no child protection concerns at the home since the previous inspection. All staff are trained in child protection procedures which is subject to annual refreshers, specifically for staff in residential work. Staff have their ability to respond appropriately to young peoples presenting problems enhanced by additional specialist training. Staff have access to comprehensive guidelines and local child protection procedures to aid them in maintaining a safe environment for young people. Past inspections have noted that staff recruited to work with the young people are subject to rigorous appointment procedures. All staff have Criminal Record Bureau checks renewed every three years to ensure only suitable people are working with the young people. The only new member of staff appointed is an internal transfer from elsewhere in East Sussex and has current and appropriate checks.

Staff at the home adopt a positive management approach with young people encouraging them to accept responsibility for their behaviours through the use of a restorative justice model which underpins all of their work. Positive relationships are in evidence, a visiting Practice Manager commenting 'Both you and your staff were very welcoming. I was so impressed with what appeared such positive relationships with your residents in such a short time. They seemed really settled and keen to go out on their educational trip. They spoke really positively about the home and their brief time with you and your staff.' Staff are trained to intervene in difficult situations but there have been no restraints since before the last inspection. Staff use sanctions infrequently but appropriately and where suitable offer a restorative justice intervention along with the sanction to aid young people to accept their responsibility for what occurred. The Registered Manager has arranged training for all staff in restorative justice to encourage a consistent approach with young people. As part of this the Registered Manager is getting young people and staff involved in working together for shared solutions to problems to aid young peoples decision making.

Staff interventions are subject to review by the Registered Manager and the Regulation 33 visitor to ensure appropriate use of behavioural management systems and to pick up patterns of behaviour by young people.

Staff at the home have developed good relationships with local police to aid in situations where young people go missing. The Registered Manager meets monthly with police and interested parties to review the cases of all missing young people in the county, to seek better responses when police are dealing with young people missing from the home. Staff are familiar with the procedures to follow when any young person goes missing and maintain active risk assessments to aid early intervention to avert this. There have been no instances of young people leaving without permission with the current young people. There are appropriate supports provided to young people who do abscond, including access to external independent support on their return to ensure they are safe from abuse. There is a comprehensive policy on bullying and staff are aware of what actions to take to safeguard victims. Currently, there are no incidences of bullying but staff maintain risk assessments and detailed management programmes on all young people to ensure they are vigilant for signs of bullying.

Staff provide a pleasant safe environment for children to live in. A visiting Practice Manager commented 'The environment was clean, tidy and the new decorating and colour scheme made the home so warm and welcoming. It was a home in the truest sense.' Young people benefit from the comprehensive risk assessments, maintained by the staff, relating to the management of activities, behaviour and of the environment. Young people have protection from fire hazards enhanced by regular tests of fire safety equipment and practise fire evacuations in line with regulations. East Sussex fire brigade provide a regular safety check of potential fire hazards. An inspection on 24/02/2011 made suggestions as to improvements to aid the safety of 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 not judged.

### **Achieving economic wellbeing**

The provision is not judged.

## **Organisation**

The organisation is not judged.