

Inspection report for children's home

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| <b>Unique reference number</b> | SC376719      |
| <b>Inspection date</b>         | 5 August 2009 |
| <b>Inspector</b>               | Dawn Taylor   |
| <b>Type of Inspection</b>      | Key           |

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| <b>Date of last inspection</b> | 16 December 2008 |
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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 home provides care and accommodation for up to two young people of either gender aged from 10 years to under 18 years. It is a small semi detached house in a village on the outskirts of a large town.

### **Summary**

This inspection was an key inspection visit. The outcome groups relating to Being Healthy, Staying Safe, Enjoying and Achieving, Positive Contribution, Economic Wellbeing and Organisation were assessed.

The overall quality rating remains good. The outcome groups relating to Being Healthy, Staying Safe, Enjoying and Achieving, Positive Contribution, Economic Wellbeing and Organisation were all assessed as good. This is a strong service that is providing young people with a consistently high standard of care that effectively meets their needs.

The overall quality rating is good.

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

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

There were no actions or recommendations made at the last inspection.

### **Helping children to be healthy**

The provision is good.

Health care and healthy lifestyles are strongly promoted by this service. Good quality health care plans mean that staff are well informed of young peoples' historical and current medical and health needs. Aims and objectives identified in the plan are met in a timely manner ensuring young peoples' health needs are addressed as a priority.

Staff practice is in line with a range of established policies, procedures and guidance that detail the procedures for the safe handling, administration and storage of medicines, promoting healthy lifestyles and ensuring health education. Staff practice is further enhanced by a comprehensive programme of staff induction and training that ensures they are well informed of topics relevant to being healthy.

All young people who attend school undertake Personal, Social and Health Education (PSHE) lessons. Outside of school staff provide good guidance, advice and support on health and personal issues appropriate to the needs and wishes of each young person through day-to-day discussions and key worker sessions. The organisation continues to develop health services for young people and education for staff. For example, staff have recently undertaken training with Relationship Information Sexuality Questioning (RISQ). The registered manager of this home is the key person identified within the organisation who will now continue links with RISQ and liaise with them on behalf of the organisation and individual young people.

Young people enjoy healthy, nutritious meals that meet their dietary needs. Young people are encouraged according to their age, ability and interest to be involved in planning, shopping

for and preparing meals. The staff team actively promote healthy options and working towards catering independently.

## **Protecting children from harm or neglect and helping them stay safe**

The provision is good.

Robust policies and procedures are in place to ensure the safety, protection and well being of young people. All staff receive a comprehensive induction and mandatory and refresher training that promotes all aspects of safeguarding including the complaints, anti bullying and encouraging and rewarding appropriate behaviour. The design of the home and conduct of the staff team ensures young peoples' right to privacy and secure storage facilities ensure records remain confidential. There are effective procedures and systems in place that promote strong relationships between the home, placing authorities and the police with regard to reporting safeguarding concerns and young people going missing without consent. The registered manager and staff team demonstrate outstanding practice in working in partnership with the local community and the local police. Young people receive good information about how to make a complaint and they are confident that concerns will be quickly addressed. Staff and young people have positive relationships built on mutual respect and trust. There have been no physical interventions since the last inspection and consequences are very rarely used.

The health and safety procedures are robust and individual and environmental risk assessments are conducted and regularly reviewed. Fire evacuation drills are being conducted on a regular basis including night time drills.

Records relating to staff recruitment and selection were checked at the company's headquarters in early May 2009. The company's recruitment and selection process is robust and the procedure aspires to undertake checks over and above those required in the children's homes regulations.

## **Helping children achieve well and enjoy what they do**

The provision is good.

There are strong systems in place to provide individualised support to young people living in the home. Any specific services assessed to be required by a young person are identified in their placement plan and monitored through key worker sessions and by the registered manager. Young people are supported by a professional staff team to take controlled risks appropriate to their age and understanding. They are also sensitively supported to maintain and develop appropriate social relationships within the local community.

Education is actively promoted by the staff team. Young people are supported to attend the education facilities assessed to meet their needs, for example, the organisation's registered school. Young peoples' progress is monitored on a daily basis and successes are celebrated. Each young person's file contains a copy of their personal education plan and other relevant documents so that staff are familiar with their educational histories and able to support their current needs.

## **Helping children make a positive contribution**

The provision is good.

Young people are having their needs effectively assessed and this is reflected in detailed placement plans prepared by the home. These plans are in line with plans for the young people prepared by their placing authority. Each young person's plan is monitored by their key worker,

the registered manager and regulation 33 visitor. The key worker and staff team provide good individual guidance and support to young people and are involved in preparing regular reports to keep social workers and, where appropriate parents, aware of progress.

The effectiveness and appropriateness of the placement of young people is regularly reviewed. Young people are proactively supported to be involved in this process by the staff team. They consult with young people on a regular basis and support them to attend and participate in review meetings. Young people are consulted with regard to the running of their home and their individual lives both formally and informally through key worker sessions, house meetings and day to day discussions.

The staff team provide strong support to young people to help them maintain constructive contact with their families and develop new relationships with peers. Young people are able to maintain contact with significant people via the phone, e-mail, text and visits. Staff sensitively supervise contact where appropriate and assist with travel arrangements.

There are established procedures for supporting young people to move into and leave the home. These provide staff with clear guidance and practical options that ensure the most appropriate and sensitive approach can be implemented for each individual young person depending upon their circumstance. Prior to arriving at a home detailed information is gathered from the placing authority and previous placements. This information is used by staff to establish initial strong boundaries that ensure young people feel and are kept safe. These are regularly reviewed and modified through the constant review of young peoples' progress in relation to their placement plans. There have been no new admissions or discharges to this home since the last inspection.

## **Achieving economic wellbeing**

The provision is good.

The organisation has policies and procedures, that are known to staff, that help prepare young people for and support them into adulthood. When a young person reaches the appropriate age they are involved in developing a comprehensive plan to leave care. They are also supported to work towards semi independence plans. The organisation's ethos is that even before a young person reaches the age to works on a more formal plan they will be encouraged to develop life skills appropriate to their age, ability and interest.

Young people live in a home that is decorated and furnished to a high standard. It is a welcoming environment where young people feel relaxed and safe. The staff and young people work hard to maintain a high standard of cleanliness and are continually up dating facilities. There is an effective maintenance and repair programme for the building, furniture and equipment and any damage is repaired promptly. Young people are able to personalise their bedrooms to reflect their identity and personal taste.

## **Organisation**

The organisation is good.

The home has a Statement of Purpose and a children's guide, which accurately describe what the home sets out to do for young people it accommodates and the manner in which care is provided.

A key strength of this service is the small consistent staff team who professionally and effectively meet the needs of the young people. There are established arrangements for covering sickness and annual leave by the home's own staff this ensures the young people always know the staff working with them.

The promotion of equality and diversity is good. Staff receive training that helps them to understand the company's policies. This is linked to the legislation relating to equality and diversity and helps staff to develop professionally. The company continues to place a high priority on staff training. There is a designated training coordinator who organises regular training events. For example, child development, drug awareness, working with young people who self-injure, autism and aspergers syndrome and promoting children's rights. Over eighty percent of the team working at the home are qualified to National Vocational Qualification (NVQ) Level 3 and higher. The remaining staff member is currently working towards completing the programme of training. Newly appointed staff complete the Children's Workforce Development Council (CWDC) standards during their induction period.

The standard of care provided to young people in the home is effectively monitored in light of the information gathered through regulation 34 and regulation 33 visits and reports.

Young peoples' needs, development and progress are appropriately recorded to reflect their individuality. Each young person has a permanent, private and secure record of their history and are made aware that they may read them.

## **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.