

Inspection report for children's home

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Inspection date	19/01/2012
Inspector	Cheryl Carter
Type of inspection	Interim
Provision subtype	Children's home

Date of last inspection	26/05/2011
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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 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 (March 2011)*.

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.

Service information

Brief description of the service

This home is operated by a private provider and is registered to care for five children of either sex from the ages of 11 to 18 years. The home aims to provide a person-centred approach, using a solution focused therapeutic method of intervention to help young people.

The home offers a range of facilities and is close to local amenities.

Progress

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

At the last inspection in May 2011, the overall effectiveness rating for the home was judged to be good.

The home has continued to make progress since the last inspection. Developments and improvements made ensure that young people are well cared for and kept safe.

Young people spent time talking with the inspector. They said they felt that staff at the home looked after them very well. They raised some areas where they felt that the home could improve. Young people are aware about how to make a complaint in the home but they said that staff did not always listen and that they did not have the information about how to complain to Ofsted directly. Information about complaining to Ofsted is contained in the young people's information; however the telephone number is not current. Young people are offered support to write their complaints, however if the complaint is not written up by the young person it is generally not recorded in the complaints log. This means that some issues may not be properly explored and appropriate action taken.

The outcomes for young people in the home are good and the standards of care are improving. The home supports young people to achieve academically and the last GCSE results were very encouraging for the home. Young people's care plans are routinely shared with them, so the young people are able to comment on their care and have an understanding of what will happen in the future.

There were three requirements and one recommendation made at the last inspection and all these matters have been addressed.

The registered person was required to ensure that the Statement of Purpose and the children's guide is regularly reviewed and revised whenever necessary and revisions notified to HMCI within 28 days. These documents have been revised and copies have been sent to Ofsted. The children's guide to the home has been revised to provide a document that is easy to read, child-centred and has good information

about the home for young people. However the contact details for Ofsted are not current.

A further requirement was made to ensure that a Registered Manager is appointed to the home. The manager has been appointed and the home is now taking up the necessary checks, in line with their recruitment process. In the meantime there are temporary management arrangements with an acting manager in post supported by an experienced childcare consultant. This arrangement has worked well to ensure that the standard of care for young people continues to be delivered to a very high standard.

The service was also required to ensure that local authorities, HMCI and other services are notified about serious incidents that occur in the home. There is now a system in place to ensure that all serious incidents are notified to Ofsted and the relevant agencies.

The recommendation made at the last inspection was to ensure that all mandatory training for staff is kept up to date, to ensure that staff keep up with training to support them in delivering a quality service to young people. The home has a training programme in place and some mandatory training such as first aid and food hygiene has already been undertaken. Safeguarding training has been planned for and is due to take place imminently.

In addition, the home has made further improvements that enhance the quality of care provided to young people. The home has commissioned a consultant to deliver training and support to staff so that they can better understand the needs of young people. Providing an holistic approach to caring for young people and to support staff in caring for young people. Staff have access to a range of training courses, which helps them keep young people safe and care for them effectively.

Policies and procedures have been reviewed and the Regulation 33 and 34 report format has improved to ensure that the internal monitoring system is robust. It now provides for consultation with young people, and that their views are reflected in any improvements made. The monitoring system is robust and now includes young people's views. This ensures that the service identifies any shortfalls, makes improvements and young people's views contribute to improvements made.

The home has developed a good range of activities both indoors and out in the local community. This ensures young people can follow a range of interests and have fun. A suitable range of educational resources are also available and This ensures that staff can support young people with any school work to help them achieve.

A magazine is published annually by the organisation, this documents all the achievements, developments and progress of the organisation for the previous year and this helps to encourage a sense of pride in the young people in the home.

As a result of this inspection the action relating to the appointment of the manager is repeated and a recommendation is made that relates to the recording of complaints.

The home continues to provide a good level of care to the young people placed in this home and this is undertaken in a caring and professional manner. Each young person is treated as an individual and they are encouraged to make choices that positively impacts on their lives.

Areas for improvement

Statutory Requirements

This section sets out the actions which must be taken so that the registered person/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The registered person(s) must comply with the given timescales.

Reg.	Requirement	Due date
7 (2001)	ensure that a registered manager is appointed to manage the children's home. (Regulation 7)	02/03/2012

Recommendations

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

- ensure that there are clear and effective procedures for recording complaints about the provision and ensure that young people are assisted to put in writing any complaints or concerns that they may have about the provision and the quality of the provision. (NMS 21.1)