

Inspection report for children's home

Unique reference number	SC377702
Inspection date	26/05/2011
Inspector	Cheryl Carter
Type of inspection	Full
Provision subtype	Children's home

Date of last inspection	06/10/2010
--------------------------------	------------

© Crown copyright 2011

Website: www.ofsted.gov.uk

This document may be reproduced in whole or in part for non-commercial educational purposes, provided that the information quoted is reproduced without adaptation and the source and date of publication are stated.

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 main strengths, any areas for improvement, including any breaches of regulation, and any failure to meet national minimum standards. The judgements included in the report are made against the *Inspections of children's homes – framework for inspection* (March 2011) and the evaluation schedule for children's homes.

The inspection judgements and what they mean

Outstanding: a service that significantly exceeds minimum requirements

Good: a service that exceeds minimum requirements

Satisfactory: a service that only meets minimum requirements

Inadequate: a service that does not meet minimum requirements

Service information

Brief description of the service

This home 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.

Overall effectiveness

The overall effectiveness is judged to be **good**.

Young people receive a good level of care and support that allows them to thrive. Care planning systems are in place and young people receive individual care and guidance from staff. Young people's individual care needs are well met and there is a strong commitment to helping young people access education provision as soon as their placement begins.

The staff team is committed and work hard to enable young people to reach their potential. As a result, young people are given opportunities to learn new skills and try out new activities. This includes accessing community activities and resources which help to increase young people's self-esteem. Young people's health needs are prioritised and they are enabled to access health services without delay.

The management team understands the strengths and areas of further development for the home. Staff are highly committed to supporting and enabling young people to develop their skills and socially acceptable behaviour.

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
5 (2001)	ensure that the Statement of Purpose and the children's guide is regularly reviewed and revised whenever necessary. Any revisions must be notified to HMCI within 28 days (Regulation 5)	06/07/2011
7	ensure that a registered manager is appointed to manage the	06/07/2011

(2001)	children's home (Regulation7)	
30 (2001)	ensure that local authorities, HMCI and other services are notified about serious incidents such as the instigation and outcomes of any child protection enquiry involving a child accommodated in the home. (Regulation 30) (Schedule 5)	16/06/2011

Recommendations

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

- ensure that all mandatory training for staff is kept up to date.

Outcomes for children and young people

Outcomes for children and young people are **good**.

Young people benefit from individualised support which helps them grow in confidence. Young people develop their own identities through supportive staff and access to personal interests in the community. The home actively acknowledges racial, religious, gender and other differences and encourages open discussion and learning on such issues. As a result, young people are encouraged to develop a positive view of themselves.

Young people are provided with information that promotes and encourages healthy lifestyles. Individual support is provided to young people on issues such as substance misuse and sexual health, healthy eating and exercise. This information is shared sensitively and in line with each young person's development and understanding. This means young people gain appropriate knowledge to help them make informed choices.

Young people enjoy a balanced diet and active lifestyles which keep them healthy. Young people access suitable medical and mental health services. Young people have a choice of choosing their own General Practitioner local to the home. This means they receive personalised and age-appropriate physical, emotional and psychological healthcare.

Young people enjoy opportunities to plan for the group's activities and running of the home. Young people see the results of their ideas, which include their own choice of activity or menus. Young people say that they also look forward to some of the group activities. Good use is made of independent or accompanied access into the community. Activities and resources include going to the gym, youth clubs and visiting family meaning young people are actively and positively involved in a range of activities both in the home and out in the community. This gives them the opportunity to have new experiences, learn new skills and grow in confidence.

All young people placed at this home are actively encouraged to attend an educational provision. All four of the children in placement currently have an educational provision in place. Young people are encouraged to make use of the educational facilities in the home and attendance is generally good. Young people are nurtured and supported by staff giving young people the opportunity to make exceptional progress toward educational achievement from their starting point at the time of placement.

Young people are able to maintain contact with families, friends and other people who play a significant role in their lives. Issues which may arise from contact with families and friends are handled sensitively by staff enabling young people to develop some knowledge and understanding of their background. Staff undertake an active role in supporting young people to maintain contact with their family and significant others

Young people acquire practical life skills to prepare them for adult life and young people continue to be supported by staff when they have reached independence.

Quality of care

The quality of the care is **good**.

Young people make good progress in relation to their assessed needs and thrive in a supportive environment. Good care planning systems are in place and young people receive individual care and guidance from staff. Young people's individual care needs are well met and there is a strong commitment to helping people access education provisions as soon as their placement begins.

Staff are very committed and most of the team have worked at the home for more than two years. This means that the staff team is fairly stable. Staff are well trained and the team work hard to enable young people to reach their full potential. As a result, young people are given opportunities to learn new skills and try out new activities. This includes accessing community activities and resources which help to increase young people's self esteem. Young people's health needs are prioritised which enables them to access health services without delay.

Young people live in a well maintained family style home, which blends with the other homes in the neighbourhood. The home is located in a culturally diverse area where there is a range of shops, services and amenities. The home is very well maintained to provide a comfortable environment for the young people. Young people have keys to their bedrooms, which is personalised to reflect their individuality. Bedrooms and bathrooms are located over two floors. This means young people share facilities with a minimum number of people.

The management team understands the strengths and areas of further development for the home. Staff are very committed to supporting and enabling young people to develop their skills and socially acceptable behaviour.

Safeguarding children and young people

The service is **good** at keeping children and young people safe and feeling safe.

Young people confirm that they feel safe and protected within the home. The systems in place to promote the safety and welfare of young people are good. Young people can talk openly to staff about their worries and concerns. Young people say that they feel staff listen to them and even though they don't always agree they feel that staff care about their welfare and more often than not, act upon their wishes. The home has clear, well understood and effective risk management strategies in place, which recognise the needs of young people and provide suitable strategies to manage any associated risks. The staff group is skilled at recognising and managing risk-taking behaviour without delay and consistently implement the agreed strategies to reduce risks to young people. Staff act as good role models for young people.

Some young people regularly go missing and staff are able to demonstrate how and what action they would take to keep young people safe. Physical interventions are rarely used. Measures of control and discipline are based on establishing positive relationships and take account of the needs of each individual young person. Young people are protected from bullying. Staff are vigilant with regard to relationships within the home and supervision levels mean that there are limited opportunities for bullying or inappropriate relationships to develop.

Young people's privacy is respected and each young person has a key for their own bedroom. Room searches are carried out in line with the home's policy and recorded appropriately. Young people live in a home that provides physical safety and security. There are no major hazards to compromise welfare. Fire safety and health and safety checks are carried out at the required intervals. The home has established systems in place and structures to maintain safe practices and fulfil health and safety obligations.

Leadership and management

The leadership and management of the children's home are **good**.

The home does not currently have a registered manager in post. As a result the Statement of Purpose and young people's guide have not been updated, and contains out-of-date information relating to Ofsted. The inspection was conducted by the acting manager of the home. Young people benefit from a staff team that is committed to working effectively and meeting the needs of all young people, including those needs in relation to disability, ethnicity, faith, gender, language, religious belief, and sexual orientation.

Young people enjoy the stability of an efficiently run home with a stable staff team. Staff are sufficient in numbers and qualifications to meet the needs of the young people. One staff member has left and three new members of staff have been appointed since the last inspection. The home has a robust recruitment practice. Staff receive regular supervision, however some staff training in key areas such as First Aid and Food Hygiene is out of date. Training for staff is planned to meet both the needs of the young people resident at the home and the staff development needs, this will include therapeutic training, restraint training and safeguarding. Managers keep up to date with new legislation and practice developments and share this with staff, for example, the new national minimum standards 2011. Any new members of staff benefit from a thorough induction. Young people benefit from a staff team which is enabled to provide good quality and safe care.

There are systems to monitor quality of care which includes monthly visits by a designated person. Regulation 33 and 34 monitoring is regularly carried out and young people are consulted during monitoring visits. Staff are well supported within the home. Regular staff meetings include information on the development of the young people, staff development and training and this is also an opportunity for staff to support each other if there are particular issues that may affect the care of the young people. These measures mean that young people experience a consistent approach that is personalised to meet their individual needs.

At the previous inspection two recommendations were made. The first of these was regarding the recording of outcomes of health appointments. This has been addressed, as a result staff now have up-to-date information about young people's health needs ensuring better outcomes for young people. The other recommendation related to ensuring that records of regulation 33 visits provide staff with detailed guidance on how well the home is performing against its Statement of Purpose. This recommendation has also been addressed and the quality of the reporting has improved. However, the Statement of Purpose has not been updated in line with the new national minimum standards.

Young people's records are well structured and are held securely and confidentially. They cover all matters required in the regulations. There have been three notifications during the past inspection period. All these significant events were promptly notified to Ofsted and dealt with appropriately. However the outcome of the child protection investigation was not notified to Ofsted. Young people make good progress because of the effective management systems that are in place. The home is adequately resourced and managers ensure that health and safety

requirements are met meaning young people live in a safe environment which meet their needs.

Equality and diversity practice is **good**.