

Inspection report for Children's Home

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Inspector	Deirdra Keating
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You can obtain copies of The Children Act 2004, Every Child Matters and The National Minimum Standards for Children's Services from: The Stationery Office (TSO) PO Box 29, St Crispins, Duke Street, Norwich, NR3 1GN. Tel: 0870 600 5522. Online ordering: www.tso.co.uk/bookshop

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 children's home provides care and accommodation for up to three young people with emotional and behavioural difficulties, aged between 10 and 17 years. It is managed by a private company.

The home is a detached property with surrounding gardens. It is situated on the outskirts of a rural village within reach of a nearby town and local amenities. Each young person has their own bedroom, and a number of communal areas are provided for recreational activities. Separate facilities are provided for staff, together with office space.

The ground floor houses a lounge, with satellite television, kitchen diner and games room. There are education facilities in the grounds. Two young people currently live in the home of whom both were present during the inspection.

Summary

The overall quality rating is good.

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

This unannounced interim inspection looked at the progress the setting has made with the recommendations and requirements made at the last inspection. In addition it assessed the Every Child Matters outcome area of staying safe. The provider has taken appropriate action to resolve the previous requirements.

This is a good service with many positive outcomes for young people. Young people's welfare is supported very well by the established relationships that exist between staff and young people. Staff receive good support from the Registered Manager. The staff demonstrate a high awareness of safeguarding and how to keep children safe. There is one requirement arising from this inspection which does not impact on the overall quality of the service.

Improvements since the last inspection

The Registered Manager was asked to ensure that all measures to achieve acceptable behaviour and agreed daily routines were set out clearly. Behaviour management strategies for each young person have since been updated setting out specific guidance for staff. This promotes a consistent approach helping young people feel safe and understand what is expected of them. The manager was also asked to place the young people's telephone in a more private and accessible part of the house. This has been changed. The telephone is now sited in the games room and this enables young people to independently make calls. The manager was asked to promote educational attainment more effectively. The home has employed a new

teacher and this has started to positively impact on young people's participation in education.

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.

The home provides good physical safety and security for young people. The front door is locked and all visitors are asked for identification. Young people are given keys to their own rooms providing each young person space and privacy. A house phone is situated in the games room to allow private calls and there is information displayed openly in the house to promote the personal safety and well-being of young people. This includes actively promoting 'I want you to know forms' to gain young people's views on the service. The young people know how to complain and use the complaint procedure. The internal complaints are investigated by the manager who stringently follows all protocols to ensure that young people's welfare and well-being is positively promoted. The outcomes of complaints are clearly recorded and are signed off by young people. The home has also received compliments that highlight the staff's hard work and quality of care provided to young people.

There is an ethos of trust and respect at the home. Staff working in the office have an open-door policy and young people come in to the office and chat. This promotes a homely and accessible environment. Young people know what the behavioural expectations are because they are explained well and clearly set out in individual plans. Good thought and planning has been given to ensure these plans are specific and instructive. This helps staff give a consistent message to each young person regarding behavioural expectations. Subsequently, behaviour is good and there are relatively few sanctions. Staff use a proportionate approach and consider any sanctions with thought and care. There has been one physical restraint since the last inspection and this was very clearly recorded. There is a concise chronology giving the young person's views, the outcome of the restraint and debrief interview with staff following the incident. This shows that staff have followed all procedures in line with their policy and reflected well on their practice.

Young people at the home treat one another well promoting a harmonious atmosphere. Although there are no current instances of bullying this is given a high profile at the home. Staff have worked hard to educate the young people and help them recognise the symptoms and signs of bullying. This preventative and informative approach helps young people feel comfortable and relaxed at the home. They know staff will take immediate action and this helps them feel protected and safe.

The welfare and safety of young people is promoted by written procedures that provide clear guidance for staff to follow. All staff complete an induction programme that includes child protection training. Staff have a good understanding of the procedures that are in line with the expectations of the Local Safeguarding Children Board. This includes recognising symptoms of abuse and making child protection referrals regarding allegations. Child protection allegations are thoroughly investigated and notifications usually made in accordance with requirements. However, records of an investigation were not retained in the home and the report to Ofsted was linked to a different home run by this provider.

The organisation oversees the recruitment of new staff to ensure that young people are cared for by safe, suitable staff. The checking process includes Criminal Record Bureau checks, health checks and identifying reasons for gaps in employment. The Registered Manager carefully oversees recruitment of new staff. This ensures new staff will work positively and professionally with young people and fit in with established and cohesive team.

Staff actively encourage the individual safety of young people, both in and outside the home. The young person's health and safety guide provides information about how young people can promote their own personal safety. This has been set out in a easy to understand format and demonstrates the high emphasis staff place on personal safety. The protocol for missing from the home is carried out following detailed written guidance for reporting absence. This gives specific points to follow and ensures reporting is clear and meets all requirements. Records demonstrate that staff follow this guidance well to ensure that young people missing from the home are monitored as closely as possible for their personal safety. Young people know what to do in the event of a fire. Records show they are shown how to safely evacuate the house and drills are carried out regularly. Electrical appliances are tested and certified as safe. Health and safety records show systematic checks are carried out in accordance with guidance to ensure that the environment is safe and any potential hazards are minimised.

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.

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/s meets the Care Standards Act 2000, Children's Homes Regulations 2001 and the National Minimum Standards. The Registered Provider(s) must comply with the given timescales.

Std.	Action	Due date
17	notify in accordance with Regulation 30 of the instigation and outcome of any child protection enquires involving a child accommodated in the children's home. (Regulation 16 (2) (c))	15/04/2011